



Position: Graduate Professional Service / Research Assistant for Student Outreach & Support
Office: Office of Student Outreach & Support
Type: Full-time, 20 hours per week
Term: Fall 2021
(This position may be renewed for Spring 2022, pending budget)

The Graduate Assistant for Student Outreach & Support will serve as a non-clinical paraprofessional case manager for students. The incumbent will work with students of concern to navigate University administrative processes, refer students to appropriate University and community resources, and advocate for student needs. Responsibilities will include conducting research and assessment for office programs; assisting in the management of Scrapy's Cupboard (food pantry); assisting in the management of the Denise & Tim Downey Student Emergency Fund; assisting partner office (Office of Student Conduct) as needed; and other general responsibilities. This position plays a vital role in the development of a campus environment in which students learn and grow into positive, productive citizens. The Graduate Assistant reports to the Assistant Director of Student Outreach & Support, as well as an indirect report to the Coordinator of Student Outreach & Support

RESPONSIBILITIES

- Assessment & Research
 - Research current trends and best practices in University-based food pantries, emergency loan programs, and emergency housing programs.
 - Conduct assessment research for Scrapy's Cupboard and
 - Conduct assessment research for the Denise and Tim Downey Student Emergency Fund.
 - Research current trends in University-based non-clinical case management programs.
 - Participate in conducting assessments for Office of Student Outreach & Support.
- Student Outreach & Support
 - Serve as a paraprofessional case manager providing non-clinical case management for low level Student of Concern Cases after referrals from Case Managers.
 - Conduct intake meetings for the Office of Student Outreach & Support with care and empathy, providing referrals to University and community resources, as well as general advocacy for student concerns.
 - Provide information to students, employees and others regarding the Office of Student Outreach & Support through answering phones, sending emails, and outreach events.
 - Assist in the operation of Scrapy's Cupboard, including intake, inventory management, marketing, and event planning.

- Assist in the operation of the Denise & Tim Downey Student Emergency Fund, including referrals, selection and award processing, report writing.
- Provide administrative support for the Office of Student Outreach and Support, including answering of phones and emails; scheduling case manager meetings; and completing other day to day operations as needed.
- Other Responsibilities
 - Attend office, department, and division meetings.
 - Attend one-on-one meetings with supervisors, as needed.
 - Provide administrative coverage for the Office of the Student Outreach & Support, Office of Student Conduct, and Office of the dean of Students, as needed.
 - Participate in special projects, as time permits.
 - Other duties as assigned based on interests of the graduate assistant and/or needs of the office.

QUALIFICATIONS

- Bachelor's degree in a related field.
- Enrollment in a University of Tennessee at Chattanooga graduate program.
- Ability and willingness to function as a member of a team.
- Commitment to continued personal and professional development.
- Excellent written and oral communication skills.

APPLY

Please submit a resume and cover letter to Ms. Rebekah Epperson, Administrative Specialist, at rebekah-epperson@utc.edu. Applications will be reviewed until the position is filled.