Case Manager, Student Advocacy & Accountability

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Louisiana State University invites applications for the position of Case Manager for Student Advocacy & Accountability (SAA). Reporting to the Assistant Director and Senior Case Manager for Student Advocacy & Accountability (SAA), this position plays a key role in the interpretation and administration of the Code of Student Conduct. The Case Manager serves as a hearing officer in cases addressing alleged violations of the Code, advances academic integrity prevention and education efforts, and contributes to departmental assessment and reporting initiatives.

GENERAL RESPONSIBILITIES FOR THIS POSITION INCLUDE:

- Adjudicates academic, behavioral, and student organization cases.
- Conducts administrative hearings with students and student organizations.
- Advances academic integrity prevention and education efforts.
- Contributes to SAA assessment efforts to assure consistency with divisional priorities.
- Supports the supervision of Graduate Assistants/Practicum Students.
- Delivers presentations and training on behalf of SAA.

OPPORTUNITIES FOR LEADERSHIP:

Advance the support for students and faculty with academic integrity resources: With more than 1,800 academic misconduct cases annually, a need exists to enhance support for students and faculty with comprehensive academic integrity resources. The SAA Case

Manager serves as a key contributor to strengthen academic integrity education and prevention efforts across the LSU Community. There is an opportunity to develop faculty and student resources that address trends and issues in academic integrity, including resources for Unauthorized Generative Artificial Intelligence (AI) use, development of strategies to educate both faculty and students, empowering them to tackle the challenges of upholding academic integrity.

ATTRIBUTES OF THE SUCCESSFUL CANDIDATE:

A collegial team player who builds authentic and mutually beneficial relationships with students, staff, and faculty.

Has a sincere positive regard for all persons, including co-workers, faculty, staff, and students, and can develop sustainable partnerships to best support the LSU campus community.

Has strong problem-solving skills and is solution-oriented to meet students' needs.

Effective communicator with a variety of constituents.

Dedicated to high-quality work, professionalism, consistency in job performance, and respecting information of a confidential nature.

Desire to focus on continuous improvement of programs where student needs are at the forefront of their everyday thinking and actions, aligned with institutional and divisional objectives.

Must be able to manage a high caseload in a fast-paced environment, while managing multiple processes simultaneously.

Strong willingness to receive and incorporate feedback from colleagues and campus partners.

Embraces a "progress not perfection" approach when working with college students, understanding that every situation provides a teachable moment.

ABOUT THE DIVISION OF STUDENT AFFAIRS PRIORITIES:

Three priorities guide our work in the Division of Student Affairs. Foremost, we maintain a **commitment to quality** which is rooted in the belief that LSU students deserve our best effort. Every interaction we have with students should communicate care, relevance, polish, and attention to detail. We work to ensure every space, place, and staff-to-student interaction **communicates a sense of home** to students. Finally, we design programs, services, events, and experiences with **everyone in mind**.

RESPONSIBILITIES:

Direct Student Support (70%): Conducts prompt, impartial, thorough, and equitable investigations of allegations and adjudication of the Code of Student Conduct and other University Policies regarding students and student organizations. Analyzes and prepares reports to improve operational efficiency; conducts training and presentations on behalf of the department, and supports the supervision of graduate assistants and practicum students.

Program Support (15%): Advance academic integrity prevention and education efforts through the development and enhancement of academic integrity resources in collaboration with Academic Affairs and other campus partners. Contribute to proactive initiatives that educate students and faculty on academic integrity expectations, emerging trends, and best practices. Support the University Hearing Panel and Student Conduct Appeals Committee process as assigned, including training and logistical coordination. Participate in special projects that may include academic integrity related policy development and review, assessment and data-informed improvement efforts, coordinated communication with campus and community constituents, and the review and updating of educational materials used with internal and external partners.

Quality Control (5%): Ensures every aspect of administrative tasks, implementation, and overall design exudes a high degree of quality. Embraces and executes the marginal gains approach and seeks to improve the level of all services, events, programs, and experiences in the department for continuous improvement every academic year.

Administrative Support (5%): Responsible for day-to-day operations for Student Advocacy & Accountability through administrative management of Maxient caseload.

Other Duties as Assigned (5%): Other duties as assigned by the Associate Dean and/or Assistant Director of SAA. This includes but is not limited to: LSU Cares support, efforts that support broad division/institution efforts, including at least 40 hours per year spent helping divisional initiatives such as Move-In Day, Welcome Week, Family Weekend, Career Expo, Disability Services Finals Testing, and other special projects etc.

MINIMUM QUALIFICATIONS:

> A Bachelor’s Degree and at least one year of related professional experience working with student conduct, academic integrity, University Hearing Panels, or closely related experience.

OR

- Master’s Degree from an accredited institution of higher education.

- LSU values skills, experience, and expertise. Candidates who have relevant experience in key job responsibilities are encouraged to apply— a degree is not required as long as the candidate meets the required years of experience specified in the job description.

PREFERRED QUALIFICATIONS:

- Master's Degree from an accredited institution of higher education and at least two years of experience working with student conduct or closely related experience.
- Knowledge of legal issues related to higher education and student due process rights.
- Experience in curriculum/training development and implementation.
- Experience with Maxient or other case management tracking tools.

ADDITIONAL REQUIREMENTS/EXPECTATIONS:

As with all LSU employees, due to this position title and/or responsibilities, this position has an obligation to assist students in the acquisition of necessary services. Should a student appear in need of or seek assistance with issues of an emotional, behavioral, or mental health related matter they should be referred to the proper service within the Student Health Center. In situations where the student creates an impression that they are a danger to themselves or others, the advisor should immediately contact the Care Team, the Dean of Students or the appropriate law enforcement agency. The employee outside of those rights contained within FERPA should create no impression of client or patient confidentiality.

APPLICATIONS:

Applications will be accepted online on the LSU Careers website. The search committee will begin reviewing applications immediately and continue to accept applications and nominations until the position is filled. To ensure full consideration, candidates are encouraged to submit applications by **March 1st, 2026**. Requested application materials include a letter of interest, a curriculum vitae or resume, and the names, telephone numbers, and e-mail addresses of at least three professional references. Salary will be competitive and commensurate with qualifications. An offer of employment is contingent on a satisfactory pre-employment background check.