

Senior CARE Coordinator, Basic Needs & Advocacy
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=268301>

Downloaded On: Nov. 13, 2025 3:17pm

Posted Nov. 13, 2025, set to expire Nov. 29, 2025

Job Title Senior CARE Coordinator, Basic Needs & Advocacy
Department Staff
Institution Austin Community College
Austin, Texas

Date Posted Nov. 13, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other
Administration - Counseling Services

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Job Description

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Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

Austin Community College employees are required to maintain a domicile in the State of Texas while

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working for the college and throughout the duration of employment. -[AR 4.0300.01](#)

[If you are a current Austin Community College employee, please click this link to apply through your Workday account.](#)

Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Senior CARE Coordinator, Basic Needs & Advocacy

Job Description Summary:

The Senior C.A.R.E. Coordinator, Basic Needs & Advocacy plays a key role in supporting and coordinating services that help students meet their essential needs, and provides mentorship, training, and guidance to C.A.R.E. Coordinators and other staff to ensure consistent service delivery and best practices across the team. The coordinator serves as a connector across departments and external agencies, manages outreach and intake processes, and ensures timely referrals and tracking of support services.

Job Description:

Description of Duties and Tasks

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- Serves as the first point of contact for students seeking basic needs support. Responsibilities include assessing student needs, coordinating services, recommending emergency funding, and maintaining confidential records. The position ensures ongoing support through follow-up and case management, while also assisting and advising C.A.R.E. Coordinators on complex cases.
- Coordinates logistics for basic needs programs like food pantries, emergency housing, and resource fairs. It involves managing aid distribution, tracking supplies and donations, supporting new staff onboarding and training, and recommending improvements to enhance program operations and efficiency.
- Manages data systems to track services and outcomes, produces reports for program evaluation, and analyzes trends to recommend improvements or guide resource and service planning.
- Supports outreach and education by creating promotional materials, leading presentations and workshops, participating in awareness campaigns, and advising C.A.R.E. Coordinators on effective outreach strategies and messaging.
- Fosters collaboration with campus departments and community agencies to connect students with resources, stays informed on best practices through meetings and trainings, and represents the C.A.R.E. team on committees and working groups as assigned.
- Supervises and mentors social work interns by training them on agency policies and ethical standards, overseeing their caseloads, and ensuring compliance with confidentiality and reporting laws.
- Responsibilities include guiding skill development, setting learning goals, providing evaluations, coordinating with university field placement staff, and aligning internship activities with both academic requirements and agency needs. Also facilitates learning through case discussions and collaboration while offering support during client crises.

Knowledge

- Familiarity with issues related to college student success and barriers such as food/housing insecurity.
- Principles of student support services and how to connect students with appropriate resources.
- Data tracking, analysis, and reporting techniques to evaluate program effectiveness and identify trends.

Skills

- Strong organizational, planning, and time management skills with the ability to prioritize tasks.
- Effective communication skills, including the ability to explain complex processes clearly and empathetically to students.
- Ability to build relationships with campus departments, student advocates, and community

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partners.

- Strong problem-solving skills, particularly in addressing and meeting students' various needs.
- Attention to detail and accuracy in documentation and ability to maintain confidentiality and handle sensitive situations with discretion.
- Team-oriented with the ability to work independently when needed.

Competencies for Senior Coordinator

- Project Coordination: Autonomously organizes and manages activities within programmatic areas, ensuring all elements align with project and departmental goals.
- Project Planning: Leads development of comprehensive project plans for small to medium-sized initiatives, showing attention to detail and effective time management.
- Stakeholder Collaboration: Demonstrates strong coordination skills by effectively engaging with college personnel and external partners, including industry stakeholders, to achieve project objectives.
- Operational Support: Oversees coordination of special, innovative departmental initiatives, demonstrating a commitment to organizational efficiency.
- Leadership and Training: Shows proficiency in training, coaching, and directing assigned personnel, adhering to organizational policies and employment laws to foster a collaborative work environment.

Technology Skills

- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint) and data management tools.
- Experience with student information systems, assessment tools, and service tracking platforms.
- Familiarity with data analysis and reporting software.

Required Work Experience

- Two (2) of experience working in student services, social services, or related support roles.

Preferred Work Experience

- Minimum three (3) years of experience working in student services, social services, or related support roles.
- Experience working with case management or referral tracking systems.
- Experience in a higher education setting, particularly with multicultural and/or underserved student populations.

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Required Education

- Bachelor's degree.

Preferred Education

- Master's Degree in Social Work (MSW) from a CSWE-accredited program.

Special Requirements

- State licensure as a clinical social worker (e.g., LCSW, LICSW, LMSW).
- Eligibility to supervise MSW interns (per state licensing board requirements).
- Bilingual or multilingual (especially Spanish or other locally spoken languages) is preferred.
- Familiarity with public assistance programs (e.g., SNAP, housing assistance) is preferred.

Physical Requirements

- Work is performed in a standard office environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Ability to lift objects up to 20 pounds.

Safety

- Promotes and adheres to college safety protocols.
- Promptly identifies and reports safety hazards and incidents.
- Contributes to a culture of safety and operational excellence.

Salary Range

\$66,544 \$83,179

Number of Openings:

1

Job Posting Close Date:

November 26, 2025

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As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Senior-CARE-Coordinator--Basic-Needs---Advocacy_R-8548-1

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Staff

Austin Community College

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