

Manager, CARE Network
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=268473>

Downloaded On: Nov. 18, 2025 3:06pm

Posted Nov. 18, 2025, set to expire Nov. 29, 2025

Job Title Manager, CARE Network
Department Staff
Institution Austin Community College
Austin, Texas

Date Posted Nov. 18, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

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Job Description

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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 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](#)

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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:

Manager, CARE Network

Job Description Summary:

The Manager of Basic Needs & CARE Network oversees Austin Community College's basic needs case management services with a focus on student emergency fund administration, community resource student connections, and short-term case management support. This role supervises CARE Network staff and social work interns, ensuring high-quality support for students navigating barriers. The role also oversees data collection, evaluates program effectiveness, and contributes to the ongoing development and expansion of basic needs services.

Job Description:

Description of Duties and Tasks

- Supervises, trains, and evaluates staff and social work interns in accordance with College

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policies and academic requirements. Oversees intern recruitment and onboarding, and provides ongoing coaching and professional development in crisis response, cultural humility, and resource navigation.

- Manages daily operations of the CARE Network, including emergency fund administration and short-term case management. Leads districtwide efforts to connect students with public benefits and community resources, ensures equitable and compliant emergency fund distribution, and develops trauma-informed, culturally responsive service protocols.
- Provides high-level consultation and crisis support to staff and interns, guides and focused case management practices, and monitors student needs to recommend service improvements and resource development.
- Builds and maintains a centralized referral network, collaborates with campus departments to integrate CARE Network services, and partners with external organizations to expand resources. Coordinates initiatives like resource fairs and benefits clinics to enhance student access to support.
- Leads data collection and analysis on emergency funding and case management, prepares impact reports for leadership, and uses feedback and assessments to evaluate and improve program effectiveness.

Knowledge

- Evidence-based practices in case management, basic needs support, and emergency financial assistance.
- Higher education student development, wraparound care models, and student support services.
- Trauma-informed and culturally responsive approaches to student services.
- Program evaluation and continuous improvement methodologies.

Skills

- Strong leadership, coaching, and team-building abilities with the ability to manage and inspire cross-functional teams across multiple campuses.
- Ability to manage complex projects, funds distribution, and cross-campus service coordination.
- Effective verbal and written communication skills with internal and external stakeholders.
- Strategic planning, problem-solving, and decision-making rooted in student success.

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- Proficient in partnership development and community collaboration skills

Technology Skills

- Proficiency in case management and referral platforms.
- Strong working knowledge of spreadsheets, data dashboards, and reporting software.
- Familiarity with student information systems and service tracking tools.

Required Work Experience

- Three (3) years of related work experience, including social work, student support services, or community resource navigation.
- Experience administering emergency financial assistance programs or managing basic needs services.
- Experience supervising staff, interns, or service teams.

Preferred Work Experience

- Experience in higher education, particularly supporting under-resourced or nontraditional student populations.
- Experience scaling programs across multiple campuses or service sites.

Required Education

- Master's degree in Social Work.

Special Requirements

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- Licensed Master Social Worker (LMSW) required.
- Spanish fluency is preferred.

Physical Requirements

- Work is performed in office and student service environments.
- Subject to standing, walking, sitting, bending, reaching, and light lifting.
- Occasional lifting of objects up to 20 pounds.

Safety

- Supervise the safe operation of the unit.
- Facilitate safety training and inspections.
- Ensure safe use of communication equipment and technology.
- Take reasonable and prudent actions to eliminate identified hazards and foster a workplace safety culture.

Salary Range

\$88,465 - \$110,581

Number of Openings:

1

Job Posting Close Date:

December 2, 2025

Clery Act

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

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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/Riverside-Campus/Manager--CARE-Network_R-8649

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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