

JOB DESCRIPTION

HR Section:			
Job Code/FLSA:	103279/Exempt	Market Classification Title:	Stu Aff Prog Manager

Manager Section:	
Working Title (Title in MCommunity/Business Card):	Program Manager for SGBM Response
Report To Supervisor Name, Working Title:	Assistant Director for SGBM Response
Department Name:	Office of Student Conflict Resolution
Work Schedule and Time:	Monday - Friday From 8 am - 5 pm
Mode of Work (Onsite, Hybrid, Mobile/Remote Days):	Onsite
Primary Work Locations When Onsite:	Ann Arbor Campus

Department Summary

The Office of Student Conflict Resolution (OSCR), a unit in the Division of Student Life, promotes a safe and scholarly community in which students navigate conflict in a peaceful, socially just, and self-reflexive manner. OSCR offers a spectrum of conflict resolution pathways that are educationally focused, student-driven, community-owned, restorative, and adaptable to meet the needs of students.

OSCR Staff provide equitable, education-focused, and supportive resources under the *University of Michigan Policy on Sexual and Gender-Based Misconduct (SGBM)* and related *Student Procedures*, including the facilitation of SGBM education, interventions, resolution pathways, and reintegration measures.

Position Summary

The Program Manager for SGBM Response is a key contributor to the Office of Student Conflict Resolution's (OSCR) mission to Build Trust, Promote Justice, and Teach Peace through restorative practices.

This role is responsible for the facilitation, coordination, and management of all OSCR SGBM Response Programs, including:

- Adaptable Resolution
- Education & Intervention (e.g., STARRSA Active Psychoeducation)
- Review and Reintegration

The Program Manager ensures program delivery and evaluation are rooted in restorative justice, social justice, and conflict transformation principles. They will demonstrate strong cultural competence and skill in working with all student populations.

This position also provides case management support under the Statement of Student Rights and Responsibilities, including Alcohol and Other Drugs (AOD) cases and Adaptable Conflict Resolution (ACR) casework.

Responsibilities

Program Development, Implementation, Evaluation, and Maintenance (35%)

- Lead the design, delivery, and continuous improvement of all SGBM Response Programs (e.g., Adaptable Resolution, STARRSA Active Psychoeducation, Review & Reintegration) in alignment with the *University of Michigan Policy on Sexual and Gender-Based Misconduct*.
- Serve as Adaptable Resolution Coordinator under the *University of Michigan Policy on Sexual and Gender-Based Misconduct*, facilitating processes and ensuring compliance with Title IX obligations.
- Recruit, train, supervise, and provide ongoing development for STARRSA AP facilitators (professional staff and graduate students).
- Facilitate and manage the Review and Reintegration process for students returning to the University community.
- Utilize relevant theory, literature, research, best practices, and evidence-based frameworks (e.g., Risk-Need-Responsivity) in the areas of violence prevention, trauma-informed and trauma-healing practices, restorative practices, conflict

transformation, identity development, healthy relationships, community building, and social justice evidence-based to inform the SGBM Response program content and delivery.

- Create outreach strategies to promote OSCR's SGBM Response services to campus stakeholders.
- Lead program evaluation efforts, including IRB processes, assessment tool creation, data collection, analysis, and reporting to stakeholders.
- Develop interventions addressing violence prevention, trauma healing, conflict transformation, healthy relationships, and identity development.
- Expand program capacity to ensure accessibility for all students assigned to or voluntarily engaging in SGBM-related education or resolution processes.
- Report to the Assistant Director with oversight of all SGBM Response programs.

Direct Student Engagement (30%)

- Conduct intake meetings, assess case appropriateness for all SGBM Response programs, and design customized processes that meet the needs of all parties and comply with policy.
- Facilitate one-on-one and group sessions to promote personal wellness, reduce the risk of future harm, and fulfill educational outcomes.
- Draft and oversee resolution agreements, monitor completion of educational measures, and adjust interventions based on ongoing assessments.
- Educate and assist students in developing abilities to reflect on their personal and ethical values and in making informed decisions.
- Provide comprehensive case management services to Complainants and Respondents, including referrals to campus/community resources (e.g., Sexual Assault Prevention and Awareness, Counseling and Psychological Services, Equity, Civil Rights and Title IX, Dean of Students, Wolverine Wellness).
- Maintain and advance individual and collective knowledge and awareness of federal and state guidelines and regulations relevant to student affairs intervention work, FERPA, VAWA, Title IX, Clery, relevant U-M policies and Standard Practice Guides, and other relevant laws and regulations.
- Safeguard sensitive information, exercise sound judgment, and manage institutional risk.

Partnership Development, Community Education, and National Engagement (20%)

- Collaborate with faculty, staff, and students to address violence prevention, harm reduction, and reintegration needs.
- Maintain strong partnerships with Equity, Civil Rights, and Title IX (ECRT), Sexual Assault Prevention and Awareness Center (SAPAC), Counseling and Psychological Services (CAPS), Wolverine Wellness, Dean of Students (DOS), Office of General Counsel (OGC), and other stakeholders to ensure coordinated program delivery.
- Participate in case consultation and information-sharing meetings with key institutional partners.
- Develop and facilitate workshops, trainings, and national consultations on restorative practices and SGBM prevention (including revenue-generating opportunities).
- Contribute to national best practices through conference presentations, publications, and professional association involvement such as NASPA, ATSA, MASOC, AASECT, Safer Society, and ASCA.

Key Administrative Responsibilities (15%)

- Supervise approximately two (2) graduate staff, interns, practicum students, and volunteers.
- Assist in the development of a comprehensive annual report for all OSCR services.
- Track program budgets, reconcile expenses, and document revenue from external engagements.
- Assist in developing and revising policies, procedures, and website content related to the *Policy on Sexual and Gender-Based Misconduct* and *Statement of Student Rights and Responsibilities*.
- Support planning and facilitation of annual training events and weekly in-services, including compliance with and education on regulations and laws related to the work of OSCR, including Family Educational Rights and Privacy Act (FERPA), the Clery Act, and Title IX.
- Participate in OSCR, divisional, and University committees, initiatives, and outreach events.
- Develop and maintain collaborative relationships with other OSCR team members.
- Perform other duties as assigned in support of the Office of Student Conflict Resolution.

Position Responsibilities Criteria (leadership and behavioral qualities expected in this position):

- Strong interpersonal, written, and verbal communication skills.
- Ability to work independently, prioritize tasks, and make sound decisions.
- Ability to set expectations and achieve results while contributing to the harmony of the team.
- Ability to integrate technology into program management and service delivery.

- Demonstrated commitment to promoting the highest standards of the profession in accordance with the principles, ethics, and standards of ACPA, NASPA, CAS, and ASCA, as well as established good practices in Student Affairs.

Required Qualifications:

- Bachelor's degree from an accredited institution.
- Minimum three (3) years of experience in student development, restorative justice, conflict resolution, trauma-informed intervention, or related fields.
- Content and facilitation expertise in restorative practices, conflict transformation, student development, community development, and engagement (or related fields).
- Experience with Title IX and SGBM processes in higher education.
- Experience supporting individuals impacted by SGBM and trauma.

Desired Qualifications:

- Advanced degree in higher education, student affairs, social work, conflict resolution, restorative justice, or related field.
- Proficiency with Advocate or similar student conduct databases.
- Experience creating and leading student experiential learning programs with college students.
- Proven results with group facilitation, performance, and team management.
- Advanced knowledge of and experience working with all student populations, including diverse populations such as multicultural, LGBTQ, underrepresented, and underserved populations, with strong cultural competence.
- Experience designing and implementing trauma-informed and multipartial facilitation and dialogic processes.
- Proven ability to evaluate programs and implement data-driven improvements.
- Nuanced understanding of the various forms of SGBM (stalking, intimate-partner violence, sexual assault, gender-based harassment, and sexual harassment), and the dynamics contributing to the perpetration of violence.
- Nuanced understanding of gender, sexuality, and sexual education.

Financial / Budgetary Responsibility:

Responsible for administrative and reconciliation tasks associated with a purchasing card.

Working conditions

Occasional evening/weekend work.

Requires working with students in sensitive, emotionally complex situations and engaging topics related to power, privilege, and oppression.

Reporting obligations under Title IX.

Physical requirements

Requires regular administrative work in a typical office setting.

Direct reports

Supervision of approximately 2 graduate student staff, interns, practicum students, and volunteers.

Approved by:	<i>Erik Wessel, Director, Office of Student Conflict Resolution</i>
Date approved:	10/17/2025
Reviewed/Revised:	<i>by Shelli Aldrich-Reed</i>

Ideally, a job description should be reviewed annually and updated as often as necessary.