

**Executive/Managerial Position Description**  
**Director of Mānoa CARES**  
**Position No. 89459**

**I. INTRODUCTION**

This position is located in the Office of the Provost, University of Hawai'i at Mānoa (UHM), and reports directly to the Provost. Mānoa CARES is the acronym for Campus Advocacy, Response, Education and Solutions. This campus-wide office was created as a result of the 2021 reorganization of the UHM Campus and aspires to support the creation and support of a campus community and overall climate grounded in collective and individual values that include kuleana and 'ohana where UHM members self-care and care for one another genuinely and respectfully.

The Mānoa CARES office will integrate progressive education and training, enhanced resources and supportive collaboration with the plethora of experts, shared living experiences and diverse keepers of wisdom to form the pillars of stability and sustainability at UHM, which include the rich body of alumni who are contributing members of civil society.

The Mānoa CARES's vision is to be an integral aspect of the holistic approach towards and with students and employees, as well as the public, to welcome people from all backgrounds, First Amendment opinions, evolving landscapes and innovative programming to assist in the maintenance and expansion of individual and campus well-being in academic, extra-curricular, social and work environments.

Mānoa CARES embraces diversity, commits to inclusion and cultivates core campus values while providing high-quality, client-focused services necessary to identify, understand, safety plan, file informal or formal grievances, and assist with appropriate dispute resolutions. The emphasis is on direct services that include facilitating the active participation of students and employees in appropriate conflict and dispute resolution processes and peace strategies to identify, inform, assist, and address contentious and polarizing opinions, actions and conduct, as well as building a positive, uplifting, conscious and courageous community of 21st century learner and leaders. The office also provides confidential advocacy resources to the maximum extent permitted by law.

The Mānoa CARES Director serves as advisor to the Provost on related matters and is a member of the Mānoa Provost Council and other relevant system and UH Mānoa campus teams. The Director supervises Mānoa CARES faculty, staff and other appropriate employees. The office will also make appropriate referrals of students and employees to services on and off the UH Mānoa campus.

The Office works in collaboration with campus and system offices in a variety of ways, which will grow according to campus priorities, such as equity, diversity and inclusion initiatives. Each office is functionally independent relative to purpose and responsibilities, but all support campus-based responses to advancing educational and research pursuits, individual and collective accountability and adaptive alternatives to address long-standing conflicts that are rooted in Hawai'i's history, lack of true

reconciliation and the absence of ho'oponopono (to make right, balance, harmony) processes.

Hawai'i is a special place where diverse people and communities live, work and play together in a sustainable manner. Inspired by its host culture, Hawai'i treasures and protects its amazing environment as it promotes a high quality of life for all its people. As the only provider of public higher education in Hawai'i, the university acknowledges and embraces its unique responsibility to the indigenous peoples of Hawai'i and to Hawai'i's indigenous language, culture and history.

## **II. DUTIES AND RESPONSIBILITIES**

Provides leadership, expertise, and direction in developing and implementing strategies, procedures and practices to enhance the overall campus climate through services and resources to identify, inform, assist and address grievances, complaints and conflicting/debilitating issues.

Builds effective working relationships and represents the best efforts of the University and its senior leadership with internal and external groups, organizations and stakeholders; works collaboratively with members of the broad university community to include students, faculty, staff, and administrators to assess, inform, and engage areas on campus that could benefit from culture cultivation, ensure viable complaint grievance processes.

Proliferates conflict transformation and peace-building through progressive education, such as mindfulness, meditation, and alternative ways to address systemic imbalances and inequities, and appropriate conflict resolution alternatives like mediation, facilitation, dialogues and honest, yet difficult conversations.

Works to contribute to consistency in the provision of training and services across the campus, and aspires to model effective education and training components on inter- and intra-active office engagement, consensus building, and learning/living/working/playing dynamics that build skill sets to improve, infuse and illuminate healthier and happier environments on campus.

Provides services that may intervene in and reduce long-running disputes and disagreements on campus and makes appropriate referrals and supports discussions with campus offices including student success, enrollment management, graduate division, athletics, housing, public safety, Office of Judicial Affairs, Native Hawaiian Student Services, other appropriate units and committees and the system Equity Assurance Office, along with Human Resources.

Directs institutional research based on surveys and other measurements on the progress and problem areas in achieving climate goals. Analyzes institutional and national trends, and identifies areas to strengthen the university's climate, community values and conflict management program through education, outreach, and effective processes. Recommend strategies, programs and best practices to better achieve these goals. Prepare a campuswide plan and approach, and assist deans and directors to prepare and plan for school, college or unit activities to achieve goals at the unit level in support or larger campus goals. Provide technical assistance, training and outreach and

educational materials, policy guidance.

Manages and supervises the productivity and performance of the direct reports within the Mānoa CARES office and ensures stated goals are monitored and achieved in compliance with University policies, procedures and practices and within the parameters of the collective bargaining agreements respectively. Supports and promotes Mānoa CARES members in various aspects of their position descriptions and creative endeavors.

In alignment with Provost's overarching plan, manages budget and expenditure plans, staffing, services, and operations.

Develops broader and more inclusive frameworks based on lived experiences to identify, address and resolve unequal power dynamics and encourage conduct formulated and sustained through transparency, accountability, increased awareness, equity and diversity.

Works collaboratively with other offices and individuals to discuss, develop, and integrate healthier and higher forms of communication to improve and enhance campus environments that incorporate and thrive in and with Mānoa CARES core values of kuleana, 'ohana and aloha aina.

Represents UH Mānoa on state commissions and other boards when appropriate; participates, presents and/or serves on planning committees for county, state, national and international conferences when possible; and may serve in an expert capacity in campus and community engagement where appropriate.

Perform other duties as may be assigned.

### **III. LIST OF DIRECT REPORTS**

As reflected in the most current official organization chart.

### **IV. AUTHORITY AND DECISION-MAKING EXERCISED**

Work is performed with wide latitude for exercising independent judgment and initiative. Judgments and decisions impact operations, functions, programs, management, and/or policies of the University. Judgments are recognized as sound, accurate, and knowledgeable, and are generally accepted and followed after general review.

### **V. DIRECTION AND REVIEW OF WORK RECEIVED**

Work is reviewed by the Provost for results achieved.

### **VI. CONTACTS AND RELATIONSHIPS**

Work involves contact with diverse constituents and other stakeholders both internal and external to the University.

## **VII. MINIMUM QUALIFICATIONS**

Master's degree in psychology, social work, higher education or related field; and minimum of five (5) years of experience in:

- campus climate programming, direct services of advocacy, conflict resolution, or related services in a higher education setting or equivalent organization; or
- program administration overseeing campus climate, advocacy and conflict resolution in a higher education setting or equivalent organization;
- or equivalent combination of education, experience and expertise.

Demonstrated comprehensive knowledge of the principles and practices of psychology, social work or other human behavior related disciplines in support of student and employee support systems.

Demonstrated knowledge of current strategies and best practices related to advocacy, confidential resources, appropriate conflict & dispute resolution alternatives, and campus climate.

Demonstrated understanding of a wide range of principles, theories, federal and state laws, and systems associated with programs that support equitable, diverse and inclusive educational and working environments in higher education.

Demonstrated knowledge of the diverse student and employee populations at public higher educational institutions and the complexities of campus engagement between diverse individuals and campus communities.

Demonstrated knowledge of strategic plans in higher education, and the commitment to diversity, equity and inclusion, as well as being committed to indigenous communities.

Demonstrated, effective analytical and communication skills including presentations, trainings, and facilitations; effective verbal or written skills in policy development, advocacy resources, adaptive alternatives, reports and other pertinent areas.

Demonstrated ability to establish and maintain effective working relationships with the full range of relevant constituents through effective communication and interpersonal skills, organizational aptitude conscious awareness, patience, discretion and genuine care judgment, and discretion, and demonstrated ability to effectively collaborate with constituencies with different agendas.

Demonstrated knowledge and practical workings with regulatory agencies such as the U.S. Equal Employment Opportunity Commission, the Office of Civil Rights of the U.S. Department of Education, including Title IX, Title VI, and Title VII, as well as the Hawaii Civil Rights Commission.

Demonstrated ability to lead direct reports and team members, manage competing work priorities and projects, and maintain effective employee relations.

Demonstrated ability to problem solve, engage in de-escalation strategies, effectuate intervention, assess complicated issues and resolve conflicts in higher education.

## **VIII. DESIRABLE QUALIFICATIONS**

Juris doctorate, or doctorate degree in psychology, social work, higher education or related field.

Experience administering a campuswide assistance program involving campus climate, confidential resources, and conflict management program in a postsecondary institution.

Knowledge of collective bargaining agreements in Hawai'i and higher education.

Knowledge of applicable University of Hawai'i policies and procedures.

Knowledge of the Hawai'i State Legislature, various state boards and commissions pertaining to areas contained herein.

Knowledge of Hawaiian history, culture, advocacy and reconciliation.

Demonstrated knowledge of UH's and UH Mānoa's strategic plan and the commitment to diversity, equity and includes and Native Hawaiian Place of Learning.

Demonstrated knowledge of the diverse student and employee populations at UHM and the associated complexities of campus engagement within UHM.