



University Information

Org/College: [Office of the Provost](#)

Department: [International Programs](#)

UI Job Code: PCE2

Pay Level: [4A](#)

Job Function: Academic Support

Job Family: [Educational Support Services](#)

University Classification: Educ Supp Svcs Specialist

Department Information

Org/Dept/Sub-dept #: 02-0110-00000

Position #: 00156695

Working Title (if applicable): International Health and Safety Advisor & Program Coordinator

This Position Reports to (Title/Position #): Senior Associate Director / 00100708

Position Has Administrative Supervision? No Yes

Position Information

Position Overview: This is a non-supervisory position within International Programs and Study Abroad that reports to the Senior Associate Director who oversees international health, safety and security. The selected candidate will assist with risk mitigation aspects of study abroad programs and university-related student travel abroad. The selected candidate will play a key role in critical incident reporting, travel registry, insurance enrollment, pre-departure training and emergency preparedness planning for international travelers.. The candidate will work closely with the Senior Associate Director to contribute to risk assessment processes and implementation of crisis management policy and procedures. The selected candidate will support international travel by liaising with study abroad staff, campus units, security, insurance and logistics providers. This position involves low-volume student advising for travel/behavioral risk consultation, continuation of care planning and disability accommodation requests.

Program coordination is assigned for group travel involving locations or activities that require risk mitigation planning.

Salary: \$44,500 - 60,000

Campus Location: University Capitol Centre

Work Modality: Onsite

Percent Time: 100%

What You Do: (Key Areas of Responsibility)

Enhance and Support Student Educational Experiences and Increase Retention. Foster a Sense of Community and Engagement for Students

(PCE2): Provide a broad-range of programs and services focused on specific student populations that support the educational experience and retention of current or prospective students. Monitor the academic, career and personal goals/needs of a student and provide individual guidance and assistance.

- Advise on conduct expectations, safety standards, reasonable accommodations and continuation of care options for students traveling abroad. Facilitate medical continuation of care planning between students, insurance and program providers. Assess and communicate eligibility policies for participation in UI related international travel.
- Contribute to the development and maintenance of standardized health, safety, and risk mitigation materials for mandatory online training and in- person orientation sessions for students. Solicit input from UI Campus Safety and UI Student Health during content updates.
- Monitor and maintain safety-abroad@uiowa.edu e-mail account.
- Maintain UI International Programs critical incident reporting process for incidents as they occur. Report international incidents and statistics to UI Campus Safety for inclusion in UI Clery report. Assist in identification of

<p><i>Discern students' needs and arrange for accommodations and services as appropriate. May manage a case load. Compile and prepare reports based on unit goals and make recommendations to the unit.</i></p>	<p>Campus Security Authorities within the IP framework. Contribute to critical incident data collection and analysis of the Forum on Education Abroad.</p> <ul style="list-style-type: none"> • Receive training as a Campus Security Authority (CSA) and Academic or Administrative Officer (AAO) mandatory reporter, and familiarize yourself with the policies and procedures of UI Campus Safety and the Office of Institutional Equity (OIE) as they apply to programming outside the US. • Serve as first responder for international emergencies by carrying the Study Abroad 24/7 Emergency cell phone on a rotating basis, approximately eight weeks a year. When acting as first responder, follow international Emergency Action Plans to coordinate medical and/or security response, including evacuations. • When directed to do so, contact travelers abroad to provide resources and support when a foreseeable safety or security event, such as a major inclement weather event, is expected to have a significant impact on a location abroad. Coordinate with support providers in this process. • When directed to do so, conduct welfare checks for travelers abroad during natural disasters or mass events that affect a geographic travel region and coordinate with support providers in this process. • Collect Critical Incident Management Plans from contracted UI partners abroad and assist in the development and implementation of program-specific health, safety, and security response plans and training.
<p>Human Resources (PAA1): <i>May provide functional and/or administrative supervision for students/temporary staff.</i></p>	<ul style="list-style-type: none"> • Responsible for training IP employees and staff on Study Abroad functions and procedures.
<p>Establish and Maintain Relationships with Partners to Provide Educational Support Services. Partners Include on-campus Units and External Agencies (Local, State, National and International) (PCE2): <i>Plan, organize and coordinate projects and events with partners to meet program goals. Coordinate communication with partners.</i></p>	<ul style="list-style-type: none"> • Gather review materials for the UI Travel Advisory Committee, which assesses risk and provides travel approval to individuals, groups and UI units. This committee includes representation from UI Risk Management, International Programs and General Counsel. • Proactively reach out to individuals and groups planning international travel to locations with high-risk advisories (US DOS levels 3+) to discuss advisability of travel and procedures for seeking approval. Collect student proposals and risk assessment documentation to route for committee review. Collect travel waivers from students. • Field questions relating to UI international travel insurance billing, claims, dependent travel and eligibility. • Publish study abroad program participations to the UI Travel Registry to log travel details and facilitate mandatory international travel insurance enrollment. • Promote the use of the UI International Travel Registry, including the collection, tracking and compliance of new and existing faculty/staff/student registration for international travel. • Liaise with UI Human Resources for international insurance enrollment questions. This includes tracking student enrollments from two travel databases (ProTrav and DeBi), comparing data to determine appropriate status of travel, and soliciting travel itinerary and passport details from independent student travelers. • Liaise with UI departments and units that organize international travel, to facilitate student travel registry, international insurance enrollment, and adequate training prior to departure. This may include working with contacts in: College of Law, College of Medicine, College of Business, College of Dentistry, College of Public Health, College of Pharmacy, College of Education, College of Engineering, Graduate College, Athletics and others. The selected candidate will be

	<p>responsible for maintaining an accurate and up-to-date list of departmental contacts for all units organizing or facilitating activities that involve student travel outside the US.</p> <ul style="list-style-type: none"> • Advise travelers on U.S. Department of State STEP registry program and register faculty-led group travel.
<p>Administrative (HR, Budget), Supervision and Training (PCE2): <i>May develop and manage a budget within specified guidelines. May provide direction, assignments, feedback, coaching and counseling to assure outcomes are achieved.</i></p>	<ul style="list-style-type: none"> • Update travel-related documents for use by students, staff and faculty, such as: waivers, conditions of participation, health self-assessment worksheets and travel advisory queries. • Maintain webpages for International Health, Safety and Security; International Travel Registry; International Health Insurance; Pre-Departure Training and Travel Policy. • Coordinate select faculty-led study abroad programs to contribute risk mitigation and ensure a broad understanding of key administrative functions and processes. Coordinate or provide risk mitigation support for any study abroad program approved for travel to a country under a U.S. Department of State level 3 travel advisory. • Attend periodic professional development conferences and trainings for health, safety and security through the Forum on Education Abroad, OSAC, NAFSA, etc. • Participate in PULSE and OSAC Academia Sector Committee

Universal Competencies

<p>Collaboration/Positive Impact: <i>Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.</i></p>	<p>Proficiency Level: Working</p> <ul style="list-style-type: none"> • Shares appropriate information/feedback openly, professionally and respectfully. • Models open, respectful, accepting, and supportive behaviors with team members. • Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices. • Aligns expectations for self and team to achieve work objectives and overcome obstacles.
<p>Service Excellence/Customer Focus: <i>Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.</i></p>	<p>Proficiency Level: Working</p> <ul style="list-style-type: none"> • Enhances service by seeking ways to add value to customer interactions/services. • Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere. • Listens to feedback without defensiveness and uses it to enhance communication effectiveness. • Communicates in alternative ways to accommodate different listeners.
<p>Welcoming and Respectful Environment: <i>Ability to foster a welcoming and respectful workplace environment while recognizing personal differences. Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the importance of a workforce that benefits from the talents of all</i></p>	<p>Proficiency Level: Working</p> <ul style="list-style-type: none"> • Maintains productive work relationships while considering multiple perspectives. • Resolves cross-cultural conflicts effectively. • Understands and describes the unit's commitment to creating a workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and the reasons for its importance. • Contributes to a welcoming and respectful workplace environment as described above.

<p>people across multiple characteristics, including: race, creed, color, religion, national origin, age, sex, pregnancy (including childbirth and related conditions), disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, or associational preferences.</p>	
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Staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the [University Operations Manual](#)

How You Do Your Job: (learn about competencies and proficiency levels [here](#))

<p>Decision Making and Critical Thinking: <i>Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately, and reach productive decisions.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Assists in assessing risks, benefits and consideration of alternatives. • Participates in documenting data, ideas, players, stakeholders, and processes. • Applies an assigned technique for critical thinking in a decision-making process. • Recognizes, clarifies, and prioritizes concerns. • Identifies, obtains, and organizes relevant data and ideas.
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<p>Relationship Management: <i>Ability to establish and build healthy working relationships and partnerships with colleagues within and external to own unit, those to whom services are provided, vendors, the public, regulatory/governmental agencies, etc., all of whom may be seen as "customers" or receivers of services provided by the University.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Describes the roles and responsibilities in a collaborative working relationship. • Monitors satisfaction levels on a regular basis. • Alerts own team to problems in satisfaction. • Ensures prompt and effective response to requests and interactions from "customers". • Works with "customers" to address critical issues and resolve major problems.
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<p>Resource Management: <i>Plans, mobilizes and distributes resources to fulfill business objectives and plans.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Specifies the critical resources required to accomplish the team's objectives. • Initiates requests for required resources. • Allocates team resources responsibly and equitably. • Calculates resource usage to set a baseline for comparison. • Surfaces opportunities to improve resource utilization.
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<p>Specific Function: <i>Knowledge of the major responsibilities, accountabilities, and organization of a specific business function or area of specialization.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Describes the mission, vision and objectives of the function. • Discusses major programs, initiatives and issues. • Identifies the major units or sub-functions. • Identifies relevant internal and external procedures and regulatory agencies. • Discusses the steps and requirements of the business process(es).
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Position Qualifications: (for recruiting purposes only, fill when replacing position)

Education (or equivalency) Required	<ul style="list-style-type: none"> • BA or BS degree in an internationally oriented or crisis/counseling field, or equivalent education and experience.
Experience Required	<ul style="list-style-type: none"> • Prior experience (typically one year) working in any of the following: international education, international government, international security or risk assessment, international insurance, undergraduate student support, counseling or an internationally oriented organization • Prior experience studying, working or living outside the US
Competencies Required	<p>Demonstrates a working proficiency level in:</p> <ul style="list-style-type: none"> • Knowledge of study abroad programs and related health, safety and travel risk concerns • Ability to respond quickly, calmly, and effectively under pressure in emergencies • Strategic, creative, and forward thinking • Ability and patience to solve complex problems • Ability to be persuasive regarding implementation of safety precautions • Ability to communicate clearly, articulately, and diplomatically in difficult situations • Aptitude to prioritize and juggle multiple situations requiring attention • Competency working as an outlier to multiple units, while promoting a common goal for International Programs • MS Office capabilities, including data manipulation and reporting in Excel, use of Outlook, and familiarity with proprietary databases
Desirable Qualifications	<ul style="list-style-type: none"> • MA in internationally-related or crisis/student support field • Prior experience with crisis response for an academic institution or study abroad program provider • Prior experience liaising with agencies a study abroad office is likely to engage with for international programming and crisis response, such as study abroad providers, U.S. DOS, foreign embassies, insurance providers, victim advocacy groups or police • Prior experience in an undergraduate student support or counseling role • Foreign language skills • Filemaker database experience <p>Demonstrates working proficiency level in:</p> <ul style="list-style-type: none"> • Understanding of the role of U.S. DOS in emergencies involving US citizens abroad and a functional understanding the Clery Act and Title IX as they apply to overseas locations