



Student Affairs Case Manager (4565U)
UC Berkeley-Main Campus-Job #20509

Departmental Overview:

The Office of the Associate Vice Chancellor and Dean of Students (AVC/DOS) is responsible for planning, developing, and implementing programs, services, resources, activities, and processes for students in their non-academic life at the university, including student advocacy, wellness programs, bystander intervention initiatives, new students services, career center, student legal services, student union auxiliary, public service, student conduct, leadership development, student organization advising, and crisis management.

Overview of Responsibilities:

Working within the Office of the AVC/DOS and under the supervision of the Assistant Dean of Students this position exists to coordinate the campus' response to students experiencing varying degrees of distress. Student Affairs Case Management is a unit that provides institutional responses to care for students and the overall Cal community through the framework of the Student of Concern Committee. This position will serve as a Case Manager with the Students of Concern Committee coordinating with Counseling and Psychological Services, Office of Residential Life, Center for Student Conduct, Financial Aid, UC Police Department, Legal Counsel and other administrators as appropriate to address the needs of students who are having difficulties in areas that may include academics, psychological, economic, discipline, administrative procedures, family relationships and social adjustment.

GENERAL CASE MANAGEMENT:

- Provide case management and organization for student of concern cases
- Serve as a strategist for case management with students experiencing distress
- Connect students with the appropriate resources on and off campus serving as a liaison to community resources
- Manage inquiries and care reports of students of concern and advise staff and faculty on how to manage complex student issues
- Responsible for gathering initial information, determining behavioral interventions, developing and communicating recommendations
- Investigates each case by applying professional expertise on behavioral and psychological risk factors
- Exercises impeccable judgment regarding when to inform and consult with the Assistant Dean of Students (ADOS), who serves as the campus expert for high risk student behavioral interventions
- Communicate sensitive and confidential matters regarding complex cases within the guidelines of FERPA

RESPONDENT SERVICES:

- Serve as a resource using high competency knowledge to understand and assist students in navigating administrative processes such as: Student Conduct and Title IX investigations
- Collaboratively assist in navigating logistical challenges of interim suspensions or other restrictions of privileges
- Provide referrals to legal counsel and assistance with understanding and complying with protection orders, in addition to having knowledge of laws, legislation and policy that may affect a student going through an administrative campus process

OUTREACH & AWARENESS:

- Design, develop and deliver specialized trainings to the campus community regarding students of concern, Student Affairs Case Management, and respondent services coordination
- Coordinate with various campus offices to ensure coherent integration and education of campus and community resources for individual students who have challenges with academic, mental and psychological health, conduct, financial and social issues.
- Keep abreast of current literature and developments in the field of Student Affairs, Mental Health, Case Management, NABITA BIT White papers, VAWA, Campus SaVE Act, Student Conduct, Title IX
Keep abreast of federal, state and UC Office of the President policy/ procedural changes that will affect the scope or practice of case management

PROFESSIONAL DEVELOPMENT & OTHER DUTIES AS ASSIGNED:

- Identify national trends in relation to working with distressed students
- Utilize campus and community resources to increase knowledge of mental health issues and health education
Participate in research, departmental and campus committees, programs and projects as assigned.

Required Qualifications:

- Bachelors degree from an accredited school.
- Masters degree from an accredited school in Social Work, Counseling, Student Affairs Higher Education, Educational Leadership or related Education or Mental Health fields required.
- Advanced knowledge of advising and counseling techniques.
- Knowledge of common University-specific computer application programs and knowledge of University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences.
- Advanced skills in judgment and decision-making, problem solving, identifying measures of procedural performance.
- Strong case management, problem identification, strategic thinking skills and reasoning skills.
- Demonstrated ability to create training curriculum for working with distressed students.
- Broad knowledge of physical and mental health care and services, crisis management/prevention, educational outreach to students, staff, faculty and parents.
- Knowledge of Student Affairs/Student Life
- Experience developing innovative ideas to solve problems.
- Demonstrated knowledge of FERPA and other laws and policies crucial to this work.
- Advanced experience working with students in crisis and creating behavioral intervention plans, and/or case management.
- Advanced skill to present and convey information to students, staff, faculty and parents in a way that each group would receive it best.
- Ability use sound judgment and reasoning to make crucial decisions autonomously.

- Excellent interpersonal skills including both oral and written communication, including experience conducting presentations to large and small groups.
- Must be able to maintain confidentiality and privacy within the bounds of Family Educational Rights and Privacy Act (FERPA).

Preferred Qualifications:

- At least 2 years post masters experience.
- Knowledge of university and community resources to assist students in meeting mental/physical health, financial, academic and other basic needs.
- Direct experience in working with traditional/ non-traditional college aged clients and college campuses.
- Knowledge of Student Conduct and Title IX investigation procedures within higher education.
- Knowledge of behavioral intervention teams/ crisis management teams.
- Prior training or completion certificates in the areas of: Behavioral Intervention Teams, Campus Threat/Risk Assessment, Student Conduct and/or Title IX.

Salary: Salary is commensurate with experience. Range is \$65,000-\$75,000/annually

How to Apply: Please submit your cover letter and resume as a single attachment when applying to the position via our website: jobs.berkeley.edu and search for Job # 20509

Criminal Background Check: This position has been designated as sensitive and may require a Criminal Background Check. We reserve the right to make employment contingent upon successful completion of a Criminal Background Check.

The University of California Berkeley is an Equal Opportunity/Affirmative Action Employer.