A. Position Data

Incumbent: Vacant/Recruitment

EmpID:

Date:

Working Title: Care Coordinator/Clinical Case Manager

Work Direction Given By: AVP Student Support Programs

(Lead)

Department: WellCat Services

Reports To Title: AVP Student Support Programs

(Lead)

Division: Student Affairs

College (if applicable):________

Reason:

☒ Vacant Position ☐ Classification Review / In Range Progression ☐ Revision ☐ Performance Evaluation ☐ New Hire

Is this a new position? No

Classification Title: Student Services Professional IV

Job Code: 3086

Position Number: 00004637

Level/Range/Grade: 1

FLSA Code: ☒ Exempt ☐ Non-Exempt

Time Base: 1.00

☐ Check box if Intermittent

Pay Plan: ☐ 10/12 month ☐ 11/12 month ☒ 12/12 month

CBU/MOU: R04-Academic Support APC

B. POSITION PURPOSE

Under general direction of the Associated Vice President for Student Support Programs, the Clinical Case Manager supports the mission of WellCat Services (WCS) through the provision of a range of clinical services for students with a focus on early intervention and easing access to care. Clinical work will include integrated primary care behavioral health; same-day services; brief assessment; individual, couples, and group counseling; crisis intervention; outreach; case management; consultation; and prevention education. The Clinical Case Manager will serve as a bridge to appropriate clinical care within WCS and to resources on campus and in the community, will also be involved in new student orientation. Work may be performed in a WCS office or clinic, or at satellite location(s) on campus. This position requires considerable crisis intervention and work with serious presenting concerns as well as the ability to conceptualize cases and provide diagnoses within sociocultural context. Clinicians with specialization and expertise in working with historically marginalized students are strongly encouraged to apply.

SPECIAL REQUIREMENTS OF THE POSITION:

California State University, Chico, in accordance with CSU policy, requires that the successful candidate complete a background check (including a criminal records check, sexual offender registry check, and/or fingerprinting) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive. This position is considered a sensitive position based on CSU guidelines. Incumbent is responsible for the safety and security of Level 1 data, sometimes also referred to as Level 1 protected data. This is confidential information that is in most cases protected by statutes, regulations, or other legal mandates.

The person holding this position is considered a “General Mandated Reporter” under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU ExecutiveOrder 1083 (revised July 21, 2017) as a condition of employment.

C. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

NOTE: This Position Description is intended to give an overview of the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties and responsibilities of this position. Other functions may be assigned as deemed necessary.

Does this position include Work Lead Responsibilities? No

List Functional Category with Responsibilities:

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<th>% of Time</th>
<th>Priority</th>
<th>Weight</th>
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List Functional Category with Responsibilities:

COUNSELING, CLIENT CONSULTATION, CRISIS INTERVENTION, AND CASE MANAGEMENT:
- Provide brief individual consultations in a fast-paced primary care environment.
- Provide crisis screening and intervention.
- Consult with appropriate personnel as needed to coordinate treatment, including referrals.
- Coordinate overall plan of care, including acting as a liaison between client and campus personnel as needed.
- Assist clients with referrals, including follow-up to ensure they successfully engaged with referral entity, on and off campus.
- May provide brief individual, couples, and group psychotherapy to students for a variety of personal, psychological, educational and developmental issues.
- Assist the client in identifying their presenting problem, establishing treatment goals, and working toward emotional health and well-being.
- Follow-up with clients who are in need of support as an adjunct to services or following hospitalization.
- Provide appropriate and timely contact to students to communicate next steps.
- Maintain ethical and timely scheduling and documentation of all clinical work in electronic medical record (EMR) system.
- Communicate with parents, families, and/or designated emergency contacts as appropriate regarding significant mental health emergencies, including suicide attempts and/or hospitalizations, when appropriate, ensuring information sharing procedures comply with Family Educational Rights and Privacy Act (FERPA) and University policy.

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<th>% of Time</th>
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CAMPUS CONSULTATION AND OUTREACH:
- Ensure continuity of care by coordinating and tracking referrals to WellCat Counseling Center (WCCC); WellCat Health Center (WCHC); WellCat Prevention (WCP); WellCat Safe Place (WCSP); Accessibility Resource Center (ARC); University Police Department (UPD); University Housing; Student Rights, and Responsibilities; Vice President for Student Affairs (VPSA); and other campus departments.
- Provide consultation to University departments and programs, such as WCCC, WCHC, WCP, WCSP, ARC, Student Rights, and Responsibilities, University Housing, Cross Cultural Leadership Center, student organizations, etc.
- Provide support and guidance to University leadership pertaining to case coordination and the WCCC Team, including maintenance and access to records.
- Coordinate student transitions from CSU, Chico services to external, community providers (e.g. psychiatric or psychological treatment services, alcohol and drug treatment services, etc.).
- Assist in student academic planning through collaborative relationships with Academic Advising and campus partners as needed. This could include assisting with student planning for missed academic work; adjusting an academic course load; helping with decision-making related to withdrawal, incomplete, and successful return.
- Contact and collaborate with University departments to expedite the resolution of problems. Will have a close working relationship with WCCC.
- Assist with absence notifications to faculty for students needing to be away from campus for three or more classes due to illness, hospitalization, or family emergency.
- Facilitate communication between the student’s family and the University, if the student is not physically or mentally capable of acting on their own behalf.
- Coordinate resources through multidisciplinary collaboration with campus departments and community service providers and, where possible, wrap services around the at-risk student rather than require the student attend specific appointments.
- Assist student to overcome obstacles and facilitate connections between campus departments to improve access to community resources, for example, help uninsured or under-insured student to complete Covered California, CalFresh and Medi-Cal applications.
- Facilitate withdrawal or readmission of students, subsequent to a leave of absence due to psychological- or medical-related matters.
- Liaison with campus and community resources and VPSA.
- Assist with the development of outreach efforts to expand awareness for student support and about WCS, with outreach directed toward encouraging appropriate, positive student behavior.
- Represent student support and case management at University and community events, as assigned, which may include giving presentations to campus and community groups.
- Provide program information and training to student interns affiliated with Student Health Advisory
List Functional Category with Responsibilities:
Council (SHAC), Health Education Action Team (HEAT), WCCC, WCHC, WCP, and WCSP. Some evening and weekend work required.

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<th>BEHAVIORAL ASSESSMENT TEAM:</th>
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<td>* Attend meetings, weekly, or as scheduled.</td>
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<td>* Provide summary information to WCS team, connect disparate pieces of information, and report on progress, including disposition of referrals.</td>
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<td>* Prepare reports and develop program evaluation tools and systems.</td>
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<td>* Perform program evaluation tasks, related to area of responsibility.</td>
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<td>* Collaborate and assist in process and procedure development.</td>
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<td>* Attend training and participate in events and activities.</td>
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<td>* Liaison with campus and community resources.</td>
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<th>PROGRAM DEVELOPMENT AND REPORTING:</th>
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<td>* Develop comprehensive outreach materials regarding the program, including, but not limited to: informational brochures, referral and intake forms, and program website.</td>
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<td>* Collect and maintain accurate records and statistics on case coordination services and perform appropriate program review and analysis.</td>
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<td>* Compile statistics and narratives for reports, outreach, and program development.</td>
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<td>* Interpret University policies and recommend appropriate policy updates or changes, related to area of responsibility.</td>
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<td>* Maintain a current directory of appropriate campus and community resources, such as, SHAC, HEAT, WCCC, WCHC, WCP, WCSP, Covered California, Medi-Cal, Planned Parenthood, CalFresh, Butte County Behavioral Health, Catalyst, Enloe Medical Center, etc.</td>
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<td>* Cultivate and maintain strong collaborative relationships with University departments and programs as well as community resources and agencies.</td>
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<td>* Develop and maintain a current database of supportive service providers.</td>
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Total should equal 100% Time and 100 Weight

D. GENERAL GUIDELINES AND EXPECTATIONS
1. Represents the University promoting a positive public image.
2. Acknowledges, respects, and values each individual.
3. Applies the highest standard of excellence to the delivery of service to our customers and community.
4. Demonstrates an open, participatory, team-oriented style; working cooperatively toward the achievement of your department's mission and goals; and demonstrating flexibility and adaptability regarding changes.
5. Keeps commitments. Notifies supervisor if a deadline cannot be met by describing what measures can be taken to correct the situations.
6. Maintains knowledge and skills at a level necessary to perform work.
7. Adheres to established work hours including starting time, and lunch and rest breaks. Provides appropriate planning and notice for all absences.
8. Is fiscally responsible with the organization’s equipment, property and funds.
9. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
10. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multicultural environment.

Additional Guidelines and Expectations

E. QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

1. Demonstrated Knowledge, Skills and Abilities
Must have the knowledge, skills and abilities to perform the responsibilities of this position as stated in the sections for Essential Functions and Responsibilities, Work Lead Responsibilities (if applicable) and General Guidelines and Expectations.

KNOWLEDGE:
Incumbent must possess:
Thorough knowledge of:
* The policies, procedures and practices of the program area to which assigned or the ability to quickly acquire such knowledge.
* The principles of individual and group behavior.

Working knowledge of:
* The policies, practices and activities of Student Services programs outside the program to which immediately assigned.
* The principles, practices and trends of the Student Services field.
* Research, interview and observation techniques for the purpose of recording, classifying, and interpreting factual information.

General knowledge of:
* The principles, problems and methods of public administration, including organizational, personnel and fiscal management.
* Advanced statistical research methods.
Individual counseling techniques.

Fluency in the use of standard office equipment (computers, copiers, phones, fax) and computer software such as Microsoft Word, Excel, Outlook, and PowerPoint, and database management.

SKILLS:
Incumbent must possess:
* Judgment to recommend solutions to problems and changes in program procedures.
* Skill and ability to act as a spokesperson within the area of expertise.
* Interviewing and counseling techniques.
* Planning skills.

ABILITIES:
Incumbent must have the ability to:
* Carry out very complex assignments without detailed instructions.
* Advise students individually and in groups on varied and complex student-related matters.
* Determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
* Reason logically and analyze and solve organizational and operating problems of one or several program areas.
* Plan, coordinate and initiate actions necessary to implement administrative or group decisions or recommendations.
* Analyze and define complex organizational, policy or procedural problems, collect and evaluate data, draw valid conclusions and project consequences of various alternative courses of action, and adopt effective courses of action.
* Understand the roles and responsibilities of others and to gauge relationships accordingly by taking into account the variety of the interrelationships, motivations and goals of the members of the organization served.
* Establish and maintain effective, cooperative and harmonious working relationships in circumstances which involve the denial of requests or the necessity to persuade others to accept a different point of view.
* Interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action.
* Establish and maintain cooperative working relationships with a variety of individuals, including with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts.
* Rapidly acquire a working knowledge of the overall operation, functions and programs of the campus, and specific objectives of the campus Student Services program and its relationship to the total campus operation.
* Interpret and apply program rules and regulations.
* Gather and analyze data.
* Collect, compile, analyze and evaluate data and make verbal or written presentations based on data.
* Present clear and concise information orally and in written reports.
* Participate in and contribute to group meetings, conferences and interviews.
* Use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
2. Education and/or Experience

EDUCATION:
Equivalent to graduation from a four-year college or university in a related field plus upper division or graduate coursework in counseling techniques, interviewing and conflict resolution where such are job related.

EXPERIENCE:
Possession of these knowledge and abilities is typically demonstrated through the equivalent to four years of progressively responsible professional student services work experience which includes experience in advising students individually and in groups, and in analysis and resolution of complex student services problems.

A master's degree in Counseling, Clinical Psychology, Social Work or a job-related field may be substituted for one year of professional experience. A doctorate degree and the appropriate internship or clinical training in counseling, guidance or a job-related field may be substituted for two years of the required professional experience for positions with a major responsibility for professional, personal or career counseling.

F. PHYSICAL REQUIREMENTS
The physical requirements described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent/applicant will need to be able to perform the essential job functions (duties) of this position with or without reasonable accommodation. This position alternates between remaining in a stationary position operating a personal computer for long periods of time and frequently moving about inside the office. Must be able to travel across campus to other offices and buildings for meetings and events. Also refer to the Physical Requirements & Work Environment form regarding this position.

G. WORK ENVIRONMENT

This position works primarily in offices at the WellCat Health Center, and requires frequent interaction with students, parents, and colleagues to perform essential job functions. Must be comfortable relating to students in both formal and informal settings while maintaining a professional relationship. Service delivery can vary from individual sessions, to small and large group presentations. Meetings may take place in other campus or community offices. The position may require occasional overnight travel via private vehicle, rental car, shuttle or plane. There may be exposure to infection, communicable diseases and contaminated material. May be called back for disaster response or emergencies. Also refer to the Physical Requirements & Work Environment form regarding this position.

H. PREFERENCES - This section is for recruitment purposes only
Please indicate what special skills, education or knowledge are preferred.

I. ADDITIONAL RECRUITMENT INFORMATION - This section is for recruitment purposes only
APPROVAL

In Order of Approval

Incumbent: ___________________________ Date: ____________

Appropriate Administrator: ________________ Date: ____________

Vice President (or Designee): ________________ Date: ____________

Classification/Compensation: ________________ Date: ____________