

Basic Needs Care Manager (0319U), Centers for
Educational Equity & Excellence - 73474
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=246668>

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Posted Oct. 7, 2024, set to expire Feb. 3, 2025

Job Title	Basic Needs Care Manager (0319U), Centers for Educational Equity & Excellence - 73474
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Oct. 7, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Educational Services
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Job Description

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About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the

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transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

The Basic Needs Center acts as a virtual and physical hub that provides and connects students to essential services that impact health, belonging, and overall well-being. The Basic Needs Center team is committed to fostering belonging and justice on the UC Berkeley campus through a robust model that includes education, prevention & emergency relief programs in the core areas of basic needs: food security, housing security & financial stability.

Position Summary

The Basic Needs Center care manager provides leadership and oversight in leading a team to deliver comprehensive basic needs case management and care coordination services for students on the UC Berkeley campus. The care manager oversees the daily program operations and workflow, assists with developing program policies and procedures, conducts program assessment and evaluation, and participates in strategic planning.

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Application Review Date

The First Review Date for this job is: 10/18/2024.

Responsibilities

Supervision and Program Management

- Oversees the care team including both career, contract and student staff positions, making decisions on performance, and other human resources-related issues of managed staff.
- Provides weekly individual supervision and oversees team meetings.
- Provides guidance and assistance to care team staff on the most complex student case issues
- Manages case assignments, "caseloads" and other decisions related to the flow of referrals to the program.
- Develops case management program priorities including short- and long-term programmatic goals and objectives, and engages in on-going tracking and evaluation of program goals and effectiveness.
- Leads case management strategy and develops recommendations for programs, staffing and advocacy priorities.
- Supports the development and implementation of policies, procedures and guidelines, standards of care and adherence to program model for the care team and case management services.
- Collaborates with the BNC leadership team to ensure coordination and standardization across programs, as well as contributes to the vision of the Center.
- Oversees the emergency housing programming efforts.

Case, Resource & Referral Consultation

- Provides consultation for campus staff, faculty and administrators around Basic Needs Center case management services and resources, as well as complex student cases.
- Develops and maintains relationships with internal and external campus stakeholders critical to program success.
- Acts as the primary point of contact for the UC Berkeley campus for BNC case management services in the UC Systemwide Basic Needs efforts.
- Acts as the primary point of contact for on campus emergency housing partnerships, and support with troubleshooting complex student cases in emergency housing.
- Acts as the lead BNC staff for consultation on the Students of Concern Committee.

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Financial Programming Efforts

- Manages and oversees the Basic Needs Emergency Fund including managing the annual budget, providing guidance and support to the emergency fund team, data tracking and reporting trends.
- Support the BNC's economic justice strategy and develops recommendations for programs, staffing and advocacy priorities.
- Co-facilitates the Basic Needs Fee Oversight Committee and holds semesterly committee meetings.
- Develops proposals and recommendations to guide and support a broader strategic direction for the BNC's care service delivery model.
- Applies best practices and basic needs research to inform, improve and/or expand on Basic Needs Center care service delivery model.
- Oversees care services projects including but not limited to case management system infrastructure.

Required Qualifications

- Advanced knowledge of advising and counseling techniques, including crisis interventions, trauma-informed assessment & intervention.
- Advanced knowledge of principles and procedures involved in risk assessment and planning.
- Advanced skill in judgment and decision-making, problem solving, identifying measures of system performance and the actions to improve performance.
- Advanced knowledge of and skills in management and supervision skills.
- Demonstrated emotional intelligence and agility necessary to address the complex needs of diverse students, staff, and community partners.
- Knowledge of and/or can quickly learn common University-specific computer application programs.
- Skills in monitoring/assessing people, processes or services, to make improvements.
- Skills in project management, social perceptiveness to be aware of others' reactions and understanding why they react as they do.
- Ability in problem identification, reasoning, ability to develop original ideas to solve problems, persuasion, leadership, and intercultural competence.
- Knowledge of and/or can quickly learn University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences.
- Knowledge of and/or can quickly learn University policies, processes, and procedures.
- Bachelor's degree in related area and/or equivalent experience/training.

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Preferred Qualifications

- Master's degree in social work, counseling or other related field and/or equivalent experience/training.

Salary & Benefits

This is a 2yr, full-time (40 hours/week), contract appointment, eligible for UC benefits with the possibility of extension with continued funding. This is a monthly paid, exempt position.

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

"The budgeted annual salary that the University reasonably expects to pay for this position is \$88,900.00 - \$115,000.00. The full range for this classification is \$88,900.00 - \$163,900.00."

How to Apply

- To apply, please submit your resume and cover letter.

Diversity Statement

Please include, as part of your application a brief (1-2 paragraph) statement on your contributions to diversity, equity, inclusion, and belonging in your professional experience.

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Advancing diversity, equity, and inclusion are fundamental to our UC Berkeley Principles of Community, which states that "every member of the UC Berkeley community has a role in sustaining a safe, caring, and humane environment in which these values can thrive."

Other Information

- This is not a visa opportunity.
- This position is eligible for up to 20% remote work. Exact arrangements are determined in partnership with your supervisor to meet role responsibilities and department needs, and are subject to change.

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Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the https://apptrkr.com/get_redirect.php?id=5703891&targetURL=U.S. Equal Employment Opportunity Commission poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A



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