

UC San Diego

STUDENT AFFAIRS

Case Management Services

Graduate Internship/Assistantship/Practicum Position Description

POSITION INFORMATION

JOB TITLE Graduate Assistant / Intern – Case Management Focus

DEPARTMENT Student Affairs Case Management Services

WORK DIRECTOR Andrew Hua, Director Case Management Services

UC SAN DIEGO STUDENT AFFAIRS CASE MANAGEMENT SERVICES

The University of California (UC) San Diego is a 4 year public university with a student population of over 38,000 undergraduate, graduate, and professional students. As a member of the Student Affairs Case Management Services team, graduate interns/assistants will provide guidance and facilitation to assist students in optimizing their educational experience while minimizing the impact of illness, injury, behavioral changes, and personal distress on students' academic careers through the coordination of care, interventions, and social support with appropriate referrals, and follow up services within a broad network of campus and community resources. Under the co-direction of the Director of Case Management Services, Assistant Director of Case Management Services, and other Case Management Services professional staff, graduate student interns/assistants seek to provide a safe, welcoming and affirming environment for all students. Although students in these positions develop and use clinical knowledge in their one-on-one and group interactions with undergraduate and graduate students, they do not provide direct clinical services. In addition to providing case management support, graduate student interns/assistants will have the opportunity to engage in program development, providing presentations and trainings, and working with diverse special populations of students. Graduate student interns may be required to work some evening and weekend hours to meet the needs of the UC San Diego student population. This internship is designed for students who may have an interest in working in a non-clinical role in a higher education setting.

DUTIES AND RESPONSIBILITIES

- Meet individually with students to assess needs, assist with problem identification, care plan creation, resource referral and appropriate follow-up as well as case tracking.
- Assist in assessing the needs of students to identify programs and services and offer solutions to issues that may be barriers to student success, specifically related to student health and well-being.

- Provides comprehensive support to students, including case management, programming and presentations, as students transition from the remote learning environment to an in-person learning environment.
- Create relationships across campus, including UC San Diego Health that support ongoing efforts of Student Affairs Case Management Services, serving on workgroups and committees that support student needs.
- Provide outreach and presentations to students, faculty, and staff on identifying students in distress and making appropriate referrals to campus resources.
- Work closely with the Hub Basic Needs Center to provide ongoing support for students in need of basic needs resources such as food and housing security.
- Review and analyze current Student Affairs Case Management Services policies and processes, making recommendations that support best practices.
- Engage in program assessment and evaluation activities.
- Other duties as assigned.

REQUIREMENTS

- Must have a 3.00 cumulative GPA for graduate courses during employment.
- Must be enrolled in at least 6 units in a counseling, student personnel, social work or related program during the academic year.
- Must be detail oriented, organized, and dependable
- Must have strong, verbal and written communication
- Must have the ability to interact with diverse populations

KNOWLEDGE AND SKILLS PREFERRED

- Strong interest in supporting students in distress
- Ability to engage and successfully connect with all levels of university administration, faculty, staff, students and the public
- Ability to work in a team environment and independently
- Strong initiative and high levels of creativity
- Ability to reason logically, draw valid conclusions and make appropriate recommendations
- Ability to draw and maintain appropriate professional boundaries
- Skills in working with diverse student populations
- Solid understanding and skills in engaging with various forms of technology

BENEFITS

- Experience in student affairs case management services
- Development of case manager skills in a higher education setting
- Familiarity with campus resources, faculty, staff, and administrators
- Experience in outreach and training
- Professional mentoring relationships with student affairs staff
- Opportunity for personal growth and development
- Rewards of making a positive impact on programs and services that support student health and well-being

COMPENSATION*

- Graduate assistants/interns will be paid hourly at a rate of approximately provided a stipend; approximately \$7,862, however, this may be subject to change depending on schedule.

NONDISCRIMINATION POLICY STATEMENT FOR UNIVERSITY OF CALIFORNIA

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for the internship/graduate assistantship without regard to race, color, religion, sex, national origin, disability, age, protected veteran status, gender identity or sexual orientation. For the complete University of California nondiscrimination and affirmative action policy see: <http://www-hr.ucsd.edu/saa/nondiscr.html>.

UC SAN DIEGO IS SMOKE AND TOBACCO-FREE

UC San Diego is a smoke and tobacco free environment. Please visit smokefree.ucsd.edu (<http://smokefree.ucsd.edu>) for more information.

Name (Print)

Signature

Date