UNIVERSITY OF SOUTHERN CALIFORNIA

Caseworker

Job Code: 187319

Grade: I

OT Eligible: Yes

Comp Approval: 2/25/2016

JOB SUMMARY:
Serves as initial contact for clients requesting services. Interviews clients and others to obtain information to assess client needs and recommend treatment and/or service modalities. Prepares and maintains confidential case records. Consults with service providers and community agencies on case management issues. Plans, chairs and convenes meetings of case management teams to discuss effectiveness of services. Makes referrals within stated limits. Performs case management duties for assigned clients.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

Interviews clients and others to obtain information to assess client medical and/or mental health needs and recommend treatment and/or service modalities. Provides referral, short-term individual and/or group counseling and crisis intervention services as appropriate.

Monitors implementation of services as a member of an interdisciplinary team; reviews and assesses treatment progress and service delivery; meets with clients and families to coordinate service delivery, assess treatment results and improve services when needed; and makes referrals to other programs and facilities as needed. Attends and participates in client discharge planning.

Prepares and maintains confidential case records and narrative, statistical and team meeting reports. Maintains information system standards and other electronic systems as needed.

Consults with service providers and community agencies on case management issues; assists in development of a community based referral network; organizes, coordinates and conducts reviews of community resources, social service agencies and other psychosocial referral sources.

Plans, chairs and convenes meetings of case management teams to discuss effectiveness of services. Communicates program priorities and performance standards and assesses operations using these criteria. Plans and conducts quality assurance reviews and recommends changes as appropriate.

Develops and maintains automated or manual systems and procedures to facilitate program operations. Assists in developing appropriate protocols through collaboration with administrators and clinical supervisors.

Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.
Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY**

Essential:  

☐ No  ☐ Yes  

In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Bachelor’s degree

**Minimum Experience:**

2 years

**Minimum Field of Expertise:**

Directly related experience in mental health. Demonstrated knowledge and skill necessary to provide appropriate care, interventions and services to age related and cultural needs of individuals served. Knowledge of principles and practices of crisis intervention; interviewing techniques; psychosocial problems; principles, practices and techniques of counseling and case management documentation process. Demonstrated ability to interact with people who are under physical and/or emotional stress. Ability to deal tactfully with others. Demonstrated interpersonal, critical thinking and communication skills.

**Skills: Administrative:**

- Clinical documentation
- Communicate with others to gather information
- Conduct meetings
- Coordinate meetings
- Gather data
- Input data
- Prioritize different projects
- Understand and apply policies and procedures
- Use computerized spreadsheets
- Use database and/or word processing software

**Skills: Other:**

- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Counseling
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Organization
Planning
Problem identification and resolution
Scheduling
Statistical analysis

Skills: Machine/Equipment
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:
May oversee student, temporary and/or casual workers.

SIGNATURES:
Employee: ___________________________ Date: ___________________________
Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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