

Peer/EMT Coordinator (4399U) University Health Services
60304
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=223588>

Downloaded On: May. 8, 2024 7:24pm

Posted Oct. 13, 2023, set to expire Jun. 30, 2024

Job Title	Peer/EMT Coordinator (4399U) University Health Services 60304
Department	University Health Services
Institution	University of California, Berkeley Berkeley, California
Date Posted	Oct. 13, 2023
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Emergency Medicine Clinical Psychology Health Sciences - General
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Apply By Email

Job Description

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Peer/EMT Coordinator (4399U) University Health Services 60304

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.

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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 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 up to 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

UC Berkeley's University Health Services (UHS) is a comprehensive campus-based health center which provides on-campus medical and mental health care and coordinates supplemental needs for off-campus care through a network of community specialists and hospitals. Campus Mobile Crisis Response (CMCR) is a unit of the Counseling & Psychological Services, University Health Services (CAPS/UHS).

The purpose of CAPS is to support the academic mission of the University by providing comprehensive counseling that will assist and advise students on a wide range of concerns including academic success, life management, career and life planning, and personal growth and development. CAPS and CMCR are also involved in the coordination of treatment with both University and non-university agencies, provides evaluation and treatment of psychiatric illness, as well as assists students, faculty

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and staff in dealing with immediate crises.

Application Review Date

The First Review Date for this job is: 10/25/23. The job will remain open until filled.

Responsibilities

DAILY OPERATIONS & PROGRAM SUPPORT

Under the Supervision of the Campus Mobile Crisis Manager and Assistant Director for Outreach and Engagement, coordinates, monitors, and supports the delivery of services related to Campus Mobile Crisis Response (CMCR) and Outreach and Campus Engagement:

- Supports and participates in the training of clinical staff, Emergency Medical Technicians (EMT), and student staff (outreach and post-crisis peer support) regarding the delivery services, programmatic policies, team development, etc.
- Utilize knowledge and experience in supporting interdisciplinary teams: providing direct feedback, demonstrating effective communication and problem-solving, and team engagement
- Support the development and implementation of Peer Programming, including providing a comprehensive training program to student peers
- Supervision of student peers - providing direct supervision, feedback, professional development support/training
- Support with CMCR EMTs training and development as part of a crisis team
- Develops and coordinates specialized programs and projects regarding a range of issues including culturally responsive and trauma-informed services specific to crisis response and outreach
- Will serve on committees and attend meetings regarding the coordination of services, crisis intervention, campus safety and support program development.
- Will function as a liaison between CMCR and UHS Health Services to streamline process that support the EMT
- Identifies improvements to systems, practices, and procedures and advocates recommendations to leadership
- Works with CMCR Program Manager, High Risk/Hospital Manager, Clinical Director, Referral Coordinator, CAPS leadership, and CAPS staff to develop protocols aimed at improving care delivery for at-risk clients and support CAPS providers using such protocols
- Develops, maintains, and shares internal UHS, campus, and community resources as appropriate with staff and clients to promote efficient quality care

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- Promotes the development of collaborative relationships with peers and other health professionals by articulating practice issues and communicating through appropriate organizational channels.

PROGRAM COORDINATION

- Assist with creating and editing policies and procedures to support Campus Mobile Crisis Program (CMCR)
- Using an electronic appointment system, schedule trainings and informational sessions related to CMCR
- Handles a variety of program needs in the development and implementation of CMCR, involving other staff as needed; answers a wide range of questions from clients, campus partners, parents, police, community partners and local hospitals
- Assist with creating and developing clinical and administrative documentation to support connection to services .
- Triage program message box in electronic scheduling system ensuring that all requests for clinical services and referrals are processed in a timely manner.
- Assist with creating clinician, EMT and peer schedules as directed to ensure adequate mobile crisis coverage, develop schedule templates and schedule adjustment forms for requests for time off.
- Act as a liaison and facilitate connections with care providers and other related services
- Establish and maintain relationships with on and off-campus providers/resources to coordinate care and services

DIRECT CLIENT CARE

When needed/directed, will engage in direct service to students, staff and faculty and the campus community at-large in the role of the EMT and provide support to outreach events. Work collaboratively during designated shift on the mobile crisis response team with the behavioral health clinician to provide in-person assessment and intervention for individuals experiencing a behavioral health crisis:

- Quickly assess the needs of individuals experiencing a mental health crisis, and collaboratively create a response plan.
- Practice self-awareness and cultural humility as a member of a diverse team; be conscientious and sensitive to interpersonal dynamics with other team members.
- Demonstrate strong ability to remain calm and attentive during crises, as well as to work through several separate crises during a single shift.

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- Demonstrate a high level of resilience and self-care as part of maintaining wellness in a high crisis and first responder position.
- Initiate and respond to behavioral health and social calls for service and assess community members for their respective needs - quickly and efficiently assess a patient's condition and determine the best course of treatment/intervention..
- Provide first aid or basic life support intervention to patients who are sick or injured.
- Review patient and client medical records using electronic health records.
- Provide culturally responsive, trauma-informed, harm reduction, and person-centered mental health and substance use crisis assessment, intervention, de-escalation for individuals experiencing non-violent, behavioral health crisis
- Show competency in use of Narcan for opioid overdose reversal.
- Make appropriate referrals/linkage based on clinical needs.
- Provide culturally responsive and trauma-informed care and advocacy to individuals experiencing behavioral/mental health crises.
- Work collaboratively with CMCR team to assess the needs of the individual experiencing behavioral/mental health crisis & assist with the response plan
- Follow safety training protocols while working on campus and in the community
- Utilize knowledge of harm reduction principles, crisis, de-escalation techniques, basic life support.
- During 5150 evaluation, follow team protocols in supporting the client through the evaluation process and while awaiting transport
- Engage in outreach events and activities for the campus community
- Engage in postvention support and engagement
- Support with needed linkage support services
- Maintain timely administrative and service documentation for client care and program-related monitoring.

COLLABORATION

- Documents client progress, treatment recommendations, interventions and client response in the EHR and other required systems to facilitate the sharing of information and coordination of care with other involved providers.
- Participates in and coordinates regularly scheduled and clinically indicated ad hoc multidisciplinary consultation meetings with colleagues to discuss relevant aspects of client care and help to ensure positive client outcomes.
- Uses shared decision-making techniques to work proactively with the client around the care plan and communicates plan to the care team.
- Participates in regular clinical drills and trainings with Urgent Care staff as appropriate to training

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and certification, including emergency response exercises.

- May function as a liaison to UHS and community mental health or medical providers, as appropriate to role Assists CAPS and Medical Referral Coordinators with developing and maintaining referral procedures and resources.
- Participate and complete all assigned trainings in a timely manner to form a strong foundation for clinical work.
- Maintain timely administrative and service documentation for client care and program-related monitoring
- Develop/maintain clear, open, timely, cooperative, and collaborative communication & working relations with all staff, clients, and partner agencies
- Participate in supervision meetings, case conferences, staff meetings, in-service training and other staff development activities.
- Participate and complete all assigned trainings in a timely manner to form a strong foundation for clinical work.

ORGANIZATIONAL RESPONSIBILITIES

- Participates in staff meetings and meetings related to care management
- Adheres to principles of quality, customer oriented standards
- Demonstrates professionalism, courtesy, and sensitivity in all interactions with clients and staff
- When assigned, actively participates on UHS committees and/or the development of new programs/ideas
- Is knowledgeable of client rights and responsibilities, rules of confidentiality and client privacy
- Readily accepts additional responsibility including assisting with the evaluation of unit operation/efficiency
- Maintains client records appropriately including confidentiality and completeness of notes. This includes written and electronic records
- Is knowledgeable of UHS and campus departments, services, locations
- Is knowledgeable of operational, administrative, business, and personnel policies
- Demonstrates flexibility and adaptability as health care practices and related technology change
- Demonstrates an active investment in organizational and unit goals to improve customer service
- Implements University and UHS policies and procedures to assure a consistently high level of client care, safety and customer service
- Other duties as assigned.

Required Qualifications

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Education, Licenses and Certifications:

- Bachelor's degree in related area and / or equivalent experience / training
- EMT State certification
- State Peer Support Specialist Certification
- Mental Health First Aid
- BLS
- Valid CA Driver's License

Knowledge, Skills and Abilities:

- Work experience as an EMT
- Demonstrated commitment and dedication to the care of vulnerable populations.
- Familiarity with crisis intervention, de-escalation, and motivational interviewing techniques.
- Excellent organizational, interpersonal, and written communication skills.
- Prior experience/qualifications in related health care fields (e.g., nursing, social work) or customer service.
- Strong oral and written communication skills and effective interpersonal skills to interact with culturally diverse clients/constituents in a confidential environment.
- Experience working with an electronic appointment system and electronic health record.
- Must be detail oriented with attention to accuracy.
- Ability to work as part of a team.
- Ability to complete work in an environment with frequent interruptions.
- Possess knowledge and experience in supporting staff members.
- Have good problem solving abilities.
- Be self-motivated and able to learn quickly and independently.

Preferred Qualifications

- Mobile Team Experience.
- Knowledge of community mobile crisis policies and procedures, including risk, legal and health/safety standards.
- Familiarity with Bay Area mental health crisis resources and protocols.
- Ability to interact professionally with diverse, multicultural, interdisciplinary program staff, community partners, and behavioral/mental health consumers.
- Strong knowledge and experience with service delivery documentation (including

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- counseling/treatment planning), HIPAA standards, utilization review, and data management.
- Ability to maintain confidentiality at all times.

Salary & Benefits

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 salary range that the University reasonably expects to pay for this position is \$77,600- \$99,000.
- This is a 100% full-time (40 hours per week), career position that is eligible for full UC benefits.
- This position is exempt and paid monthly.

How to Apply

To apply, please submit your resume and cover letter.

Driving Required

A valid driver's license and DMV check for driving record is required.

Other Information

Your employment is dependent on obtaining and maintaining a credentialing clearance (if applicable), background clearance and medical clearance according to University Health Service policies.

Conviction History Background

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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.

E-Verify

This position requires the final candidate to successfully pass an E-Verify check.

To learn more information visit:

<http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=75bce2e2>

Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

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 U.S. Equal Employment Opportunity Commission](#) poster.

For the complete University of California nondiscrimination and affirmative action policy, please see the University of California [Discrimination, Harassment, and Affirmative Action in the Workplace](#) policy.

To apply, visit

https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH

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Contact Information

Please reference Academickeys in your cover letter when
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Contact

N/A

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