

CSI Support for Case Management Staff

This document contains draft language that is part of our larger policy manual and is under revision as of Fall 2021

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CSI Case Managers have the following pathways and resources available to support them in response to both the routine demands of case management work, as well as significant incidents that they may be involved in through the course of their work:

- **Autonomy and Flexibility with Work Schedules**
 - Ability to hold calendar time for administrative tasks.
 - Ability to shift work hours to accommodate periods of high intensity or additional demands outside the scope of traditional work or work hours (e.g., trainings outside of work hours).
 - Ability to use a reasonable allotment of one-time or ongoing work time to participate in counseling or another emotional support resource.
- **Scope of Work**
 - No expectation to work outside of traditional work hours, including both in-person presence as well as email/text communication. The Associate Dean/Director of CSI will be the office's primary contact for after-hours/on-call support.
 - Ability to refer issues outside of CSI's scope to the appropriate resource or the Associate Dean/Director of CSI.
- **Professional Development**
 - Workplace training that is specific to case management work, as well as the opportunity for funding related to broader professional interests.
 - Time to participate in professional development and engage in professional associations, affinity groups, mentorship, academic coursework, and/or professional interest groups.
- **Infrastructure**
 - No expectation that staff will use personal devices (e.g., personal cell phones) for routine work correspondence.
 - Discouragement from sharing personal contact information for correspondence related to work duties.
- **Supervisor and Team Support**
 - Regular 1-1 supervision meetings, with flexibility around scheduling depending on other demands and emergent issues.
 - Regular staff meetings, with flexibility around scheduling depending on other demands and emergent issues.
 - Expectation of being able to access a team member for consultation about case issues during work hours.
 - Reasonable safety precautions for in-person meetings, including having a second staff member in the office during in-person student meetings.
- **Critical Incident Follow-up** - Following a critical incident, such as the death of a student that CSI has worked with, Case Managers should have the ability to:
 - Be informed of the circumstances surrounding the incident, in as thoughtful a manner as possible
 - Take the remainder of the workday off.
 - Discuss post-incident responsibilities and determine what options the staff member feels would be most supportive.
 - Periodically review work responsibilities to determine when a return to standard duties is appropriate.
 - Have access to counseling, including coverage for any co-pays.
 - Additional options could include: case level/intensity setting, other scheduling flexibility, group discussion/debrief of incident, offer to notify coworkers, temporary case reassignments, distress days, flexible work arrangements.