

Job Title	Clinic Operations Assistant (4722C) - #2965, Psychology Department
Job ID	2965
Location	UC Berkeley Main Campus

## **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 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.

Application Review Date: **The First Review Date for this job is: November 29, 2019**

## **Departmental Overview**

For nearly a century, the Psychology Department has been a national and international leader in psychological research and the superior educational programs that we have provided to undergraduates and doctoral students.

The Clinical Science Faculty at UC Berkeley conduct translational research in which we study foundational mechanistic processes (e.g., emotion, sleep, intimate relationships, social competence, temperament, reward systems, family dynamics, and culture) with the goal of better understanding and ameliorating human problems. Our faculty study these processes in at-risk or in patient populations (e.g., schizophrenia, bipolar and other mood disorders, sleep disorders, dementia and other neurological diseases, ADHD and comorbid conditions) and/or in

treatments. The treatment research we conduct is used to develop hypotheses about and/or confirm contributions of the foundational mechanistic processes, and it also contributes to improving treatments for important human problems and in diverse populations.

### **Job Responsibilities**

- Follows clinical administrative policies and procedures to ensure patient satisfaction and compliance with care delivery protocols.
  - Opens the clinic during operating hours.
  - Checks in patients.
  - Makes copies of clinic forms and questionnaires.
  - Makes entries of clinic schedule and checks for accuracy of clinic schedule entries.
  - Answers phone, checks and documents messages, records new intake calls.
  - Communicates with students about scheduling and voicemail messages.
  - Updates voicemail at necessary time periods.
  - Provides administrative support for clinicians during clinical sessions.
  - Works with the Clinic Director and the Director of Clinical Training to ensure that public information describing the clinical services provided is accurate and fully descriptive on the website and in outreach materials to the community.
  - Collects documents related to client files, payments, and compliance paperwork for clinicians and supervisors.
  - Ensures charting is adequate and meets quality standards.
  - Tracks and notifies individuals when paperwork is incomplete.
  - Processes payments or reimbursement paperwork.
  - Maintains files related to confidentiality breaches and mandated reports.
  - Miscellaneous administrative duties of Psychology Clinic and Clinical Science Program (e.g., checking supplies, ordering equipment, updating listservs, sending out announcements)
  - Assists with clinic UG work-study students who serve as office personnel.
- Required Qualifications**
- Working knowledge of or ability to learn common campus-specific and other computer application programs.
  - Basic communication and interpersonal skills to develop and maintain effective relationships with professional and administrative staff, students, patients and the public
  - Solid organizational skills and ability to multi-task with demanding timeframes.
  - Ability to use discretion and maintain all confidentiality.
  - Ability to use sound judgment in responding to issues and concerns.
  - Knowledge of clinical principles relevant to supporting clinic operations.
  - Solid knowledge of medical records systems.
  - Ability to educate patients on complex procedures in a clear, accurate and concise manner.

### **Education/Training:**

- Bachelor's degree in related area and/or equivalent experience/training.

### **Salary & Benefits**

This position is a non-exempt, bi-weekly paid position. Hourly pay for this role is commensurate with experience.

For information on the comprehensive benefits package offered by the University visit:  
<http://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html>

### **How to Apply**

Please submit your cover letter and resume as a single attachment when applying at <https://jobs.berkeley.edu/job-listings/external-applicants>, search the job position #2965.

### **Other Information**

This position is governed by the terms and conditions in the agreement for the Clerical & Allied Services Unit (CX) between the University of California and Teamsters Local 2010. The current bargaining agreement manual can be found at:  
<http://ucnet.universityofcalifornia.edu/labor/bargaining-units/cx/index.html>

### **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 see:  
[http://www.eeoc.gov/employers/upload/poster\\_screen\\_reader\\_optimized.pdf](http://www.eeoc.gov/employers/upload/poster_screen_reader_optimized.pdf)

For the complete University of California nondiscrimination and affirmative action policy see:  
<http://policy.ucop.edu/doc/4000376/NondiscrimAffirmAct>