



Clinical Case Manager, Bi-lingual/Bi-cultural (Cantonese Preferred) Geriatric Outpatient Services West Program

Agency Overview

Founded in 1889, Felton Institute (Formerly Family Service Agency of San Francisco) is the oldest nonsectarian, nonprofit charitable social-services provider in the City and County of San Francisco. Felton Institute's mission is to respond to human needs with cutting edge social services and treatment that combine the best social science research with cultural sensitivity, a deep respect for the consumer, and a commitment to social justice and supportive communities.

With 34 programs in 11 languages at sites throughout the area, our comprehensive array of services reaches across all racial, ethnic, cultural, and linguistic lines. More than 70% of our clients have annual incomes below the poverty level, about 65% of the clients are of ethnic or racial minorities. Our programs have been recognized as national models and have received the highest possible ratings from San Francisco's Department of Public Health. At the heart of our work is the belief that individuals and families in crisis must have access to services and resources to help them build on their inherent strengths and develop self-sufficiency.

Program Description

This outpatient program offers comprehensive services for seniors with mental health concerns, helping them to maintain independence and dignity to age in place. Geriatric Outpatient Services – Geary West (GSW) offers mental health services to older adults with severe psychiatric disorders and includes a range of outpatient services, including treatment of dual diagnosis and homeless individuals. Felton Institute has contracts with the Department of Public Health – Community Mental Health Services. The agency is committed to implementing Evidence-Based practices and behavioral health research into community-based mental health services.

Job Description

Under the supervision of the Program Manager, this position participates in a multidisciplinary team providing crisis intervention, evaluation, individual, family and group treatment, and case management for older adults who are at risk due to psychiatric disabilities. Evaluates needs of clients and develops treatment plan in coordination with others for individuals with mental, emotional, or substance abuse problems. Provide outreach and engagement to senior, and living with severe and chronic mental illness. Perform key counseling, case management duties, crisis intervention and advocacy work in office and in community settings, including home and streets, both individually and in groups. Assist access to eligible benefits and housing resources. Work collaboratively with primary care providers, health care providers and collateral agencies, advocating on behalf of the participants. Maintain documentation standards with daily progress notes, assessments and treatment plans of care, maintaining chart health standards. Maintain accurate details, observations and progress records for leader electronic billing data entry. Additional duties as needed will be assigned.

Minimum Qualifications:

- Bi-Lingual/Bi-Cultural (Cantonese preferred)
- Masters Degree in Social Work or Psychology, or BA level with extensive experience working with homeless and substance abuse populations with mental health issues.
- BBS-registered; licensed or licensed-eligible (LCSW or MFT) preferred.
- Must have experience in case management and mental health services for people living with severe and chronic mental illness.
- Passionate about working with at-risk populations, interested in principles of recovery, and dedicated to creating caring, supportive therapeutic alliances.
- Accurate and detail-oriented in documentation of treatment plans/charting.
- Knowledge of DSM-5 and diagnostic criteria.
- Experience with Community Behavioral Health Services (CBHS)
- Must have a valid California driver's license.
- Experience serving those living with dual diagnoses, and experience with seniors strongly preferred.
- Ability to work with various ethnic backgrounds and cultural orientations.
- Strong organizational, communication, interpersonal and time management skills.
- Ability to work a flexible schedule, including weekends, when needed, (37.5 hours per week).
- Skilled at building rapport with people living with mental illness and co-occurring substance abuse disorders.
- Team player with a welcoming, collaborative attitude.

Additional Information:

Division: Senior

Position: Full-time

Reports to: Program Manager

SEND RESUMES TO:

Lisa M. Jones, MSW, ASW, PPSC

Program Manager

Felton Institute | Family Service Agency

Geriatric Services West

6221 Geary Blvd., 2nd Floor

San Francisco, CA 94121

(P) 415-386-6600 x 217

(F) 415-751-3226

Email: ljones@felton.org