



Clinical Case Manager – Bi-lingual Spanish

Adult Full Service Partnership- Adult Care Management

Agency Overview

Founded in 1889, Felton Institute (Formerly Family Service Agency of San Francisco) has a 125 year history of innovation in services for vulnerable children, families, and adults. With a \$16 million operating budget and nearly 300 employees, Felton offers a dynamic, challenging, and supportive work environment. All staff is supported to increase their skills, enter new domains, and increase their position and salary as their skills grow. Felton offers an excellent benefits package and salaries that are well over the median for Bay Area non-profits. We are seeking employees who are excited by the idea of lifelong growth in the skills they bring to helping those in need.

Program Description

Serving adults with serious mental illnesses, Adult FSP/ACM provides an intensive array of recovery-oriented services and supports, including housing and basic needs assistance, physical health care, benefits assistance, employment services, and integrated mental health and substance abuse treatment services.

Job Description

Evaluates needs of clients and develops treatment plan in coordination with others for individuals with mental, emotional, or substance abuse problems. May also assist with family, physical health care, and housing problems; suicide assessment and prevention; stress management; problems with self-esteem and assisting clients in applying for and obtaining other social services; while providing a safe and supportive environment for agency's clientele and adhering to laws regarding confidentiality and reporting requirements. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, vocational and educational assistance and referrals. Referrals for the Adult FSP/ACM caseload come from San Francisco Community Behavioral Health Services and the caseload is capped at 20 clients. Maintain accurate detailed observation and progress records for later electronic billing data entry.

Program Specific Responsibilities

- Provide case management, mental health services, and crisis intervention for chronically mentally ill adults
- Develop and maintain good clinical relationships with clients
- Assist clients to maintain stability in the community by offering support and linkage to needed services
- Collaborate with community partners in housing through Tenderloin Neighborhood Development Corporation and Community Housing Partnership
- Provide case management and independent living skills education to clients in the office and in the home
- Rotating on-call support to clients after hours / weekends
- Responsible for 25 hours of direct service to clients per week
- Maintain timely documentation of services provided
- Carry a caseload of up to 20 clients
- Provide officer-of-the-day responsibilities as part of Adult FSP/ACM team

Minimum Qualifications:

- Master's degree in Social Work, Psychology or related fields of study required
- A minimum of 3 or more years of experience (experience supporting a mental health program a plus)
- Must have experience in case management and mental health services with severely mentally ill, dually diagnosed adults
- Experience with Medi-Cal billing/documentation
- Comprehensive range of mental health and substance abuse counseling, assessment, and crisis intervention skills
- Working knowledge of word processing (i.e. Microsoft Word, Excel and Access)
- If registered intern, current California State registry certification
- Knowledge of the MHSA philosophy of care a plus
- Willingness to work from a strength-based, harm reduction, client centered model with an emphasis on evidence-based practices
- Ability to work cooperatively on a multi-disciplinary team, and to work with clients with various ethnics backgrounds
- Strong organizational skills
- Strong communication skills
- Time management skills
- Strong Interpersonal skills
- Ability to maintain accurate and timely documentation of clinical work
- Ability to thrive in a fast paced environment
- Valid CA Driver's License preferred
- Must be a team player
- Latino applicants strongly encouraged to apply
- *Bi-lingual Spanish required

Additional Information:

Division: Adult

Position: 100% FTE

Reports to: Program Director

SEND RESUMES TO:

Miguel Mercado, Program Director

Adult FSP/ACM & POPS/ASO Programs

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