



## **Clinical Case Manager (Bi-lingual Cantonese Speaking) Geriatric Outpatient Services West Program**

### **Agency Overview**

Founded in 1889, Felton Institute/Family Service Agency of San Francisco (FSA) is the oldest nonsectarian, nonprofit charitable social-services provider in the City and County of San Francisco. Our mission is to strengthen families by providing caring, effective, and innovative social services, with special emphasis on the needs of low-income families, children, and the elderly and individuals who are disabled, thus improving the quality of life for all San Franciscans.

### **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, 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. May also assist with family, suicide; 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, and education. Maintains accurate detailed observation and progress records for electronic billing data entry. Additional duties as needed.

### **Program Specific Responsibilities**

- Consistently exhibits Agency values as set forth in the Agency Manual
- Provides crisis intervention, crises management and assessment for involuntary hospitalization
- Performs intakes and assesses seniors with psychiatric and dual diagnosis disabilities for treatment as needed, by interviewing them in the office or at their homes
- Provides services in the agency clinic and in client home
- Provides individual, group and /or family therapy to stabilize clients and prevent decompensation
- Provides case management services, including evaluations, service plan development, assisting clients in accessing housing, financial, medical and other needed services. Coordinates with other service providers
- Maintains clinical records after each client contact or service, in accordance with mandated standards of San Francisco Community Behavioral Health Services (CBHS)
- Leads therapy groups for the treatment and monitoring of seniors able to benefit from group therapy

- Contributes to team meetings and case conferences through presentation of cases, discussion of clinical issues and exchange of information and ideas
- Provides information regarding community resources to the general public as needed
- Other duties and responsibilities may be assigned from time to time

**Minimum Qualifications:**

- A minimum of 3 years of case management or treatment of at-risk gero-psychiatric population with psychiatric and substance abuse problems preferred
- Masters degree in Social Work, Counseling or Psychology • Bi-lingual/Bi-cultural Cantonese-speaking clinician, with experience working with older adults.
- Applicants with managerial experience may be considered for additional supervisory duties.
- Comprehensive range of mental health and substance abuse counseling, assessment and crisis intervention skills
- Ability to work cooperatively on a multidisciplinary team, and to work with clients with various ethnic and cultural backgrounds
- Knowledge of DSM-5 diagnoses
- Working knowledge of a variety of computer software applications (i.e., Microsoft Word, Excel, Access, Power Point, Adobe Acrobat)
- Strong organizational skills
- Strong communication skills (both verbal and written)
- Strong time management skills
- Strong interpersonal skills
- Ability to prioritize projects and follow through
- Ability to maintain proper documentation as determined by CBHS and Medi-Cal requirements
- Ability to be a team player with a welcoming attitude

**Additional Information:**

Division: Senior Services

Position: Permanent 1.0 FTE

Reports to: Program Manager

Licensing hours will be provided

**SEND RESUMES TO:**

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Program Manager

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