



Job Description

Position: Service Coordinator
Job#: HWAC07311702
Program: Project Welcome Home
Status: Non-Exempt/ Full Time
Supervisor: Senior Program Manager

POSITION SUMMARY:

This position will provide clinical services on an Assertive Community Treatment team. This team will outreach, engage, house, and provide wrap around clinical services to 150 participants. These participants will be identified through county data and other assessment processes as being the most frequent users of emergency services, criminal justice, and other homeless/county services in Santa Clara County. Program participants will have Serious Mental Health Disorders, Substance Use Disorders, and/or Chronic Health Conditions.

Clinical Supervision available to those working towards licensure.

RESPONSIBILITIES:

- Provide clinical case management services, including rehabilitative services, brokerage, collateral, and therapy to participants in the following settings: home, community, and office utilizing an Assertive Community Treatment model.
- Complete assessments and develop treatments plans on an on-going basis for participants enrolled in the program. Collaboratively work with participants to develop and work on their recovery goals.
- Meet with prospective participants, conduct outreach and initial intakes and assessments.
- Develop relationships with agencies in the community providing housing and supportive services to participants.
- Perform mental status exams, as well as safety assessments that include suicide, homicide, and gravely disabled assessments with participants on an on-going basis.
- Provide facilitate psycho-educational and support groups.
- Attend clinical, administrative, and case conferencing meetings as dictated by the program supervisor.
- Enter all data on time and correctly to support program evaluation and outcomes tracking.
- Ensure proper and timely documentation of services including written case notes using the BIRP formats and billing services to Medi-cal.
- Assist the Program Manager, Clinical Supervisor, and other staff as needed.

Qualifications:

- MSW/MS/MA Psychology degree from an accredited university and registration with the California Board of Behavioral Sciences as an ASW/MFTi required. Licensure as a

LCSW or LMFT in the state of California **preferred**. Salary commensurate with experience, education, and licensure status.

- Must possess 2 years of field experience working with people with serious mental illness, individuals with co-occurring disorders and complex health issues and/or the chronically homeless population.
- Experience working within an Assertive Community Treatment program desired. Understanding of the following evidence based practices: Housing First, Motivational Interviewing, Harm Reduction, Psychosocial Rehabilitation, and Relapse Prevention Therapy required.
- Strong skills completing assessments and treatment plans. Mastery of Medi-cal charting. Strong writing skills are a MUST. This position requires a tremendous amount of clinical writing. Must be able to handle a rigorous clinical work while meeting deadlines for billing, progress notes, and treatment plans.
- Possess a working knowledge of Psychiatric Disorders and Chemical Dependency Disorders.
- Ability to build supportive and respectful working relationships with individuals diagnosed with a serious mental illness that instills hope and promotes self-determination using a strengths-based approach. Sensitivity to and understanding of the special needs of the homeless.
- Proven ability to work independently and as an effective and collaborative member of a team.
- Excellent verbal skills. Strong organizational, detail orientated, and time management skills.
- Possess an understanding of and practice cultural sensitivity through open dialogue and self-exploration with diverse groups, while providing direct services.
- Ability to effectively intervene in crisis situations, with de-escalation techniques.
- Strong communication skills, both verbal and written. Strong organizational and time management skills.
- Proficient in Microsoft Office computer programs.
- Reliable transportation and proof of a valid and current California Driver's License and current insurance along with a clean DMV record required.
- Ability to work flexible hours, including some weekends and evenings.

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