

Agency Overview

Founded in 1889, the Felton Institute (formerly Family Service Agency of San Francisco) has a 127-year history of innovation in services for vulnerable children, families, and adults. Felton'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. With over 30 programs in 11 languages at sites throughout the San Francisco Bay Area and surrounding counties, our comprehensive array of services reaches across all racial, ethnic, cultural, and linguistic lines. 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. Felton offers a dynamic, challenging, and supportive work environment where staff is encouraged to increase their skills and enter new domains.

Program Description

Prevention and Recovery in Early Psychosis (PREP) is a Felton Institute program originally developed in partnership with the University California San Francisco (UCSF). PREP is dedicated to psychosis early detection and intervention with a multi-disciplinary approach to treatment. The PREP program model combines evidence-based practices including Cognitive Behavioral Therapy for Psychosis (CBTp), Strengths-Based Care Management, Multi-family Group Therapy, Peer Support, Algorithm-Based Medication Management, Individual Placement and Support (IPS) model of supported education and employment, and Cognitive Remediation Training to address issues early and get people back on track to a fulfilling life as quickly as possible. The PREP model is being expanded into a new component (BEAM) to provide early intervention services for individuals with psychosis and mood disorders. PREP provides excellent training and workforce development and is poised for growth with new opportunities afforded by the expanding field of early psychosis. Funded through partnership with respective county behavioral health departments, PREP implements evidence-based practices with outcome driven fidelity measures, and currently operates sites in four counties: San Francisco, Alameda, San Mateo, and Monterey.

Position Overview

The Case Manager (CM) is a member of PREP treatment team with the role of providing coordinated case management services for the PREP clients. The CM works directly with individuals to develop and implement educational and/or employment goals in line with the IPS model of supported education and employment and will liaison with the treatment team regarding the role of education and/or employment goals in their recovery process. This position reports directly to the PREP Program Manager and meets regularly with the PREP Supported Employment and Education Services Director.

Specific Duties and Responsibilities (Essential Functions)

- Provide direct support to assist participants with challenges in the areas of independent living skills, wellness, housing, personal goals, socialization, and connection to their community.
- Meet regularly with participants, at PREP site or out in the community, provide support and linkage in accessing resources, in maintaining connected to resources, as well as provide case management in order to support therapeutic process of recovery leading to optimal functioning.
- Assist clients to identify employment/education goals, strengths, barriers, and steps towards goals. Help client to analyze past and present experiences with education/employment goals and develop employment/education plan with the client
- Help clients build employment and education skills including focus, motivation, follow through, resumes and applications, communication, engagement, interviewing, etc.
- Support clients in advocating for their needs and potentially interface with client's employer/school staff to facilitate client's success. Provide resources and information to employer/school staff as appropriate and with support of clinicians
- Connect to long term supports for employment and education resources and supports including financial aid, wellness center, on campus WRAP groups, student clubs, etc
- Help clients in understanding their benefits and how these might be affected by employment

- Assist clients in increasing independence by navigating public transportation to school or work
Collect and track client employment/education information, goals, plans, and outcomes
- Collaborate and coordinate care within the PREP team and with other treatment providers and community resources.
- Maintain close collaboration within the treatment team and community partners, including employer contacts
- Participate actively in supervision, coaching, data collection and reporting, staff meetings, intake and discharge activities, case conferences and all agency meetings and trainings as assigned by Program Manager
- Meet required number of direct client contact hours per week and document all client contacts in compliance with mandated quality assurance standards
- Meet all deadlines and comply with agency's requirements
- Engage in outreach events, conferences, open houses, etc., and provide information about PREP to other mental health providers and general public as needed
- Availability to work some evenings and/or weekends with advance notice.
- Other duties as assigned

Qualifications:

- Bachelor's degree in a human service field and a minimum of four years of experience in mental health/social service setting
- Personal or family experience of overcoming mental health challenges highly desirable
- Counseling/mentoring skills, goal setting and problem solving skills, and ability to engage clients and family members
- Demonstrated ability to interact with and respect differences of opinion, beliefs, culture, appearances and ways of life
- Demonstrated proficiency in Microsoft Word, Excel, Outlook, and ability to type 45 WPM
- Valid California Drivers' License with an excellent driving record

Competencies:

- Knowledge and experience in building working relationships with community resources, education support teams, and employers
- Knowledge of Monterey County Behavioral Health and school systems preferred
- Understanding a recovery-based orientation including the belief that people learn from their experiences, develop new skills, and achieve life goals over time
- Ability to establish trusting, hopeful relationships with clients and their families
- Strong communication (written and verbal) and interpersonal skills
- Strong organizational skills, attention to detail, ability to prioritize tasks and manage time effectively
- Openness to learning, immediately applying new information and modifying practices
- Ability to be comfortable working in a variety of environments, including schools, job sites, family homes, and other community locations
- Demonstrated experience as a team player with a welcoming attitude
- Bilingual English/Spanish preferred

Physical Requirements, Use of Equipment, and Work Environment:

The position requires sitting at a desk approximately 40% of the time, with standing 20% and walking or driving 40% of the time. Ability to perform routine bending, stooping, twisting, and reaching. Lifting may be required occasionally, of no more than 20 lbs at a time. Approximately 60% of the time, the employee uses a computer, keyboard, mouse, telephone, mobile phone, fax machine, copier, and video conferencing equipment. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to

perform the essential functions. The work is performed in an office environment and/or at various community locations and requires local travel.

Additional Information

Job Title: Case Manager

Division: PREP

Position: 1.0 FTE (Full Time), Non-Exempt

Reports to: Program Manager

Compensation: DOE

SEND RESUMES TO:

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Program Manager

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