

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. 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 PREP Care Advocate is a member of the treatment team with the role of providing coordinated care services to high-risk homeless and/or marginally housed transitional age youth who are at risk for psychosis. The Care Advocate embodies a strengths-based perspective, and follows a wellness model of care and practices harm reduction approach – “meets the clients where they are at”. The Care Advocate is expected to provide services to PREP clients in the community, including but not limited to schools, job sites, family homes, or other community locations. This position reports directly to the PREP Program Manager. PREP Alameda is operated in partnership with East Bay Community Recovery Project (EBCRP) and Felton Institute is the hiring agency for this position.

Specific Duties and Responsibilities (Essential Functions)

- Provide direct support to clients including but not limited to wellness checks, teaching of independent living skills, and assist clients with linkage to various community resources and services including medical, benefits, housing, etc.
- Provide individual support to empower and strengthen client self-responsibility, including support to access community resources that foster hope, resiliency, and recovery, develop skills to communicate with medical providers, pharmacists and other treatment providers
- Assist clients to get to and from appointments in the community as needed
- Provide outreach and engagement in collaboration with the team in the form of phone calls, one-on-one outreach meetings, community activities with clients, and group activities
- Maintain client contact sheets and assist staff therapists with treatment goals relevant to substance abuse, human relationships, rehabilitation, and mental health treatment
- Maintain regular communication with team members including attendance at weekly team meetings, staff meetings, and any offsite treatment team meetings that may be established, as well as regular contact with team members regarding client updates on an ongoing basis
- Facilitate skills based socialization groups including activity groups in the community
- Assist with coordination of orientations and graduations for PREP clients and families
- Assist clients to participate in PREP events and connect with appropriate TAY resources in the community
- Coordinate caseload determined by program needs in weekly supervision with Program Manager and by close collaboration with team in weekly meetings

- Create and maintain updated community resource binder and regularly distribute updated resources to the team
- Participate actively in supervision, staff meetings, case conferences and all agency meetings and trainings as assigned by Program Manager
- Meet required number of direct client service 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 preferred OR a minimum of four years experience in mental health/social service setting
- Personal or family experience of overcoming mental health challenges highly desirable
- Counseling/mentoring 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
- Access to a vehicle for work use and valid CA Insurance

Competencies

- Knowledge of respective county behavioral health and school systems preferred
- Knowledge of various cultural and spiritual understandings of psychosis a plus
- Ability to perform some physical tasks, including assisting clients with public transportation, moving, cleaning, etc
- Ability to establish trusting, hopeful relationships with clients and their families and collaborate effectively with community partners
- 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 or Asian languages preferred, but not required

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 50 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

Division: PREP
Position: 1.0 FTE, Non-Exempt
Reports to: Program Manager
Compensation: DOE

SEND RESUMES TO:

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