

Agency Overview

Founded in 1889, the Felton Institute (formerly Family Service Agency of San Francisco) has a 126-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 operate sites in four counties: San Francisco, Alameda, San Mateo, and Monterey.

Position Overview

The Care Advocate/Educational and Vocational Specialist is a member of the treatment team and has the dual role of partnering with clients in the recovery process by building relationships through sharing their own personal lived experience of mental health issues and providing supported education and supported employment services via the IPS model to all PREP clients. The Care Advocate/Educational and Vocational Specialist enhances engagement by inspiring hope and empowering clients to develop their own self advocacy, and when necessary models advocacy on behalf of the client to achieve their goals. The Care Advocate/Educational and Vocational Specialist will also liaison with the treatment team regarding the role of education and/or employment goals in their recovery process. 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.

Specific Duties and Responsibilities (Essential Functions)

- Provide individual peer support to empower and strengthen the responsibility of the client, including support to access community resources that foster hope, resiliency, and recovery, develop skills to communicate with medical providers, pharmacists and other treatment providers, access eligible benefits and housing, and assisting clients to get to and from appointments in the community
- Provide direct support to clients including: wellness checks, teaching of independent living skills, and access to various community resources and services including medical, benefits, employment, etc.
- Provide comprehensive employment services, including job development, on the job coaching, ongoing work based vocational assessment, resume writing assistance, job interview skill building, strength/talent identification, job/career/educational goal identification, individualized job search support, ongoing job placement assistance for promotional opportunities and re-employment when jobs end
- Provide comprehensive support with educational goals including coordinating clients' participation in their Individualized Educational Plans (IEPs), and accessing accommodations through disability resource centers in schools when needed
- Identify clients' interests, strengths, skills, abilities, and unique set of challenges and match them with jobs
- Identify and arrange long-term supports to help clients keep jobs, finish school, and maintain wellness goals
- Develop and document clients' initial educational and vocational plan and subsequent revised plans

- Coordinate caseload determined by program needs and IPS guidelines, advocating on behalf of clients within treatment team, employers, and school staff
- Maintain close collaboration within the treatment team and community partners, and actively network with businesses (job development)
- Create and maintain updated resource binders of vocational and educational opportunities and community resources
- 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 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
- 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
- One year experience working in the employment/vocational arena with youth or young adults with serious mental health challenges OR one year experience providing educational support to youth and adults with serious mental health challenges
- Personal lived experience of psychiatric hospitalization, disability and/or navigating public services a plus
- Personal or family experience of overcoming mental health challenges
- 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.

Competencies

- Knowledge and experience in entry-level job development, job marketing, and job securing, and demonstrated ability to relate positively with a broad range of employers in the community
- Knowledge of the consumer/survivor/ex-patient movement and recovery-oriented, whole health approaches preferred
- Knowledge of respective county behavioral health and school systems preferred
- 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 and academic 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.



Care Advocate / Educational & Vocational Specialist
Prevention and Recovery in Early Psychosis Program – PREP
San Francisco, CA

Additional Information

Job Title: Care Advocate/Educational and Vocational Specialist
Division: PREP
Position: 1.0 FTE (FT) Care Advocate/Educational & Vocational Specialist or
.5 (PT) Care Advocate or .5 (PT) Educational & Vocational Specialist
Status: Exempt
Reports to: Program Manager

SEND RESUMES TO:

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