



Title: Mental Health Case Manager/Personal Service Coordinator I (2 positions)
FTE: Fulltime, Non-exempt
Report to: LWP-Program Director and Clinical Director
Location: The Fresno Center, Fresno Ca

POSITION SUMMARY:

The Fresno Center's Living Well Program (LWP) is designated as an organizational provider within the Fresno County Mental Health Plan. LWP is currently contracted through June 30, 2021 with Fresno County to provide culturally competent, linguistically accessible mental health services, intense case management services, and a full service partnership program. Additionally, the program is also a training site with the goal of helping to diversify the mental health workforce by increasing the numbers of bilingual and bicultural Southeast Asian clinicians in the County. LWP serves Medi-Cal Youths, Adolescents, Transitional Adult Youths (TAY), adults, and older adult clients with mental health illnesses. LWP outpatient mental health services are provided mainly in traditional SEA languages (Hmong, Lao, and Khmer).

The Case Manager/Personal Service Coordinator will work in partnership with the client and mental health team in an effort to provide responsive, culturally sensitive, and comprehensive services to the clients of Living Well Program. The Case Manager/Personal Service Coordinator will work with Southeast Asian consumers of different age ranges and backgrounds, persistent mental health concerns, and complex needs. The Case Manager/Personal Service Coordinator main goal is to provide responsive and comprehensive services to clients to improve their stability, wellness, and recovery. The Case Manager will assist in making referrals, coordinating care, and work with multiple systems including but not limited to jails, hospitals, vocational and housing programs, schools, legal systems, and medical providers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- ✓ Maintains a caseload, size to be determined by the Program Director.
- ✓ Provides a minimum of 3-4 direct client service hours per day.
- ✓ Under direction of clinical staff, monitors, informs, supports, assists and empower consumers or family members/caregivers who directly or indirectly receive behavioral health services.
- ✓ Provides advocacy, outreach, information and referral services to mental health clients in need of case management services including wrap around services.
- ✓ Coordinates services with the mental health therapists, other service providers and/or agencies to ensure optimal client care.
- ✓ Leads or co-lead peer support groups as needed.
- ✓ Establishes liaison to access community services, e.g. medical care, housing, food, etc.
- ✓ Provides education, outreach and information in the community as needed.
- ✓ Provides family support and support for others of significant importance to the client.
- ✓ Serves as a liaison between the client and the multiple numbers of systems utilized by the client.
- ✓ Advocates on behalf of the client to ensure that the client remains in school, home, and in the community when appropriate.
- ✓ Connects the client and the family to appropriate resources in the community.



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- ✓ Reduces the client's law enforcement involvement, truancy, school suspension, juvenile detention/jail, psychiatric hospitalization, out-of-home placement, and homelessness.
 - ✓ Completes all required documentation in order to be 100% file compliant. and documents all activities as required in order to claim/bill for services as applicable.
 - ✓ Attends mandatory clinical in-services/trainings, supervision, and regularly scheduled department/agency meetings.
 - ✓ Understanding of and ability to provide culturally appropriate and sensitive services.
 - ✓ Serves on committees, task forces and special assignments as directed

QUALIFICATIONS:

- ✓ Bachelor's degree with major specialization in social, behavioral or human services or human related fields
- ✓ The employee is required to be able to safely operate a motor vehicle.
- ✓ Proficient in speaking and/or reading and writing in English and Hmong and/or other Southeast Asian languages
- ✓ At least some experiences in working with non-profit organization providing services to Southeast Asian clients.

ESSENTIAL JOB REQUIREMENTS FOR BILINGUAL SKILL

- ✓ Communicate effectively in written and spoken Hmong and/or other Southeast Asian languages.
- ✓ Required ability to communicate effectively with monolingual Hmong and/or other Southeast Asian speaking clients and families for all clinical purposes, including therapy and assessments.
- ✓ Assist with phone calls for Hmong and/or other Southeast Asian clients.
- ✓ Required ability to provide translations and interpretation on a periodic basis.
- ✓ Other translation tasks as required.

OTHER SKILLS REQUIRED:

Ability to operate computer, printer, copy and fax machines, calculator, and other office equipment.

CLOSING DATE: September 21, 2018 @ 5:00 P.M. - *Position is contingent upon continued funding.*

To apply, please submit a cover letter, resume and three references **via email** to Dr. Ghia Xiong at ghiaxiong@fresnocenter.org, with Case Manager/Personal Service Coordinator in the subject line, or you can pick up an application at The Fresno Center, 4879 E. Kings Canyon Road, Fresno, CA 93727. The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.