

MENTAL HEALTH ASSOCIATION OF ORANGE COUNTY

JOB DESCRIPTION

TITLE: CASE MANAGER – MULTI-SERVICE CENTER COURTYARD PROGRAM

SUMMARY:

Under direction of the Program Director and guidance from the Lead Case Manager, the Case Manager is responsible for assisting in the day-to-day operation of the Multi-Service Center's Courtyard Outreach Program, with a special focus on providing direct outreach and engagement services to consumers at the Courtyard Shelter.

REPORTING RELATIONSHIPS:

This position reports to the Program Director of the Multi-Service Center.

STATUS: Full-time TEMPORARY, Non-Exempt

DUTIES AND RESPONSIBILITIES:

Essential:

1. Engage homeless consumers who are residents of the Courtyard Shelter to assess their need for services.
2. Conduct initial assessments in the field to determine program eligibility and identify entitlements and resources that the individual may require and for which they may be eligible.
3. Assist homeless consumers with transportation to medical services, mental health clinics, service agencies, and offer access to MHA's Multi-Service Center.
4. Work collaboratively with multiple HCA Behavioral Health Services (BHS) staff to coordinate outreach efforts.
5. Create and maintain a positive atmosphere of acceptance for Consumers.
6. Provide direct outreach services and carry a caseload.
7. Collect and submit daily statistics on appropriate forms in an accurate and timely manner.
8. Attend weekly staff meetings and other designated meetings.

Secondary:

1. Ensure compassionate, client centered customer service delivery by all MHA staff.
2. Attend scheduled staff meetings.
3. Perform other duties as assigned by Program Director.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree in Social Work or related field, or two years' experience in social work.
2. Two years' experience working with homeless persons, or related social service experience.
3. Knowledge of severe mental illness and its symptoms.
4. Knowledge of substance abuse treatment preferred.
5. Bilingual (Spanish/English or Vietnamese/English)/Bicultural ability and knowledge is desired but

not required.

6. Possession of or ability to obtain a California Class B driver's license, and a driving record meeting agency insurance requirement.
7. Must adhere to agreed upon schedule coordinated with the Program Director.

PHYSICAL DEMANDS:

1. Sit in a stationary position at least 50% of the time.
2. Frequently move about the office to access file cabinets, office machinery, etc.
3. Ability to operate a computer and other office productivity machines, such as a multi-line phone system, calculator, copy machine, and computer printer. Must have the physical dexterity to be able to type at minimum 35 WPM.
4. Communicates daily with Consumers, staff and outside resources that have inquires; must be able to exchange accurate information in these situations.
5. Ability to lift a minimum of 20 pounds.
6. Occasionally transport clients in personal and MHA vehicle.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

The Mental Health Association of Orange County is an equal opportunity employer. We encourage all qualified individuals to apply for open positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.