



Program Director

Adult Care Management Program

Welcoming

Agency Overview

Founded in 1889, Family Service Agency of San Francisco is the oldest nonsectarian, nonprofit charitable social-services provider in the City and County of San Francisco. Our mission is to strengthen families by providing caring, effective, and innovative social services, with special emphasis on the needs of low-income families, children, and the elderly and disabled people, thus improving the quality of life for all San Franciscans.

Strength Based

Program Description

Adult Care Management provides intensive case-management for severely mentally ill individuals, enabling them to live in the community and to maintain the greatest possible independence, stability, and level of functioning. Every attempt is made to ensure continuity of care and to develop a community support system. Individuals are connected to appropriate resources and community health and mental health services, facilitating the development and implementation of their plans to achieve their desired outcomes.

Culturally Relevant

Job Description

Provides overall management and direction to a social service or mental health program in the Agency including management of staff, developing/controlling the budget, developing and implementing policies and procedures, participating in obtaining funds and grants, coordinating and integrating programs with others in the organization. Provides direct supervision to case managers, and overall supervision, clinical supervision and case assignments to staff. Reviews and ensures charting compliance and documentation standards. Acts as Agency representative of program to the community. Recruits, hires and trains program staff. Reports to Division Director and directly manages program staff. Additional duties as needed.

Team Implemented

Program Specific Responsibilities

- Ensure program compliance with CBHS contract.
- Monitor outcome objectives, units of service, expenditures and revenues
- Supervise administrative record keeping ensuring case coordination, planning, BIS reporting, caseload coverage, and staff productivity toward meeting required monthly service units
- Responsible for the overall supervision of Clerical Staff, Case Management staff, including clinical supervision and case assignments and administrative supervision of program psychiatrist(s)
- Provide back-up support, problem solving and crisis intervention
- Attend and represent program at program, program director and SF County meetings
- Act as liaison with SF CBHS Clinics
- Maintain client case load (quarter of total time)

Recovery Oriented

Family Oriented

Advancing the Field

Minimum Qualifications

- A minimum of 5 years of direct service experience working with an at-risk or mentally ill population. A minimum of 4 year of supervisory experience required

- Master's Degree in Psychology, Social Work, or related field with current California State Licensure
- Knowledge of San Francisco Community Behavioral Health Services and community resources
- Knowledge of County, State and Federal requirements for documentation and reporting
- Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders
- Knowledge of DSM-IV diagnoses
- Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunction
- Social Perceptiveness Skills; Awareness of others' reactions and understanding why they react as they do
- Monitoring Skills; Monitoring/Assessing performance of clients and take corrective action as needed
- Ability to communicate information and ideas in speaking and written form so that others can clearly understand
- Ability to tell when something is wrong or likely to go wrong
- Ability to be a team player with a welcoming attitude

Additional Information

Division: Adult Services

Position: 100%

Reports to: Division Director

SEND RESUMES TO:

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