



## **Case Manager (temporary) Geriatric Outpatient Services Program**

### **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.

### **Program Description**

This outpatient program offers comprehensive services for seniors with mental health concerns, helping them to maintain independence and dignity to age in place. Geriatric Outpatient Services (GOS) offers mental health services to older adults with severe psychiatric disorders and includes a range of out patient services, including treatment of dual diagnosis and homeless individuals. Family Service Agency has contracts with the Department of Public Health – Community Mental Health Services and Community Substance Abuse Services, in addition to contracts with private maintenance organizations. The agency is currently committed to implementing Evidence-Based practices and behavioral health research into community-based mental health services.

### **Job Description**

Under the supervision of the Program Director, this position participates in a multidisciplinary team providing crisis intervention, evaluation, individual, family and group treatment, and case management for older adults who are at risk due to psychiatric disabilities. Evaluates needs of clients and develops treatment plan in coordination with others for individuals with mental, emotional, or substance abuse problems. May also assist with family, suicide; stress management; problems with self-esteem and assisting clients in applying for and obtaining other social services while providing a safe and supportive environment for agency's clientele and adhering to laws regarding confidentiality and reporting requirements. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education. Maintains accurate detailed observation and progress records for electronic billing data entry. Additional duties as needed.

### **Program Specific Responsibilities**

- Consistently exhibits Agency values as set forth in the Agency Manual
- Provides crisis intervention and management to prevent hospitalization and where necessary does involuntary hospitalization as needed.
- Performs intakes and assesses seniors with psychiatric and dual diagnosis disabilities for treatment as needed, by interviewing them in the office or at their home.
- Provides individual, group and /or family therapy to stabilize clients and prevent de-compensation.
- Provides case management services, including evaluations, service plan development, assisting clients in accessing housing, financial, medical and other needed services. Coordinates with other service providers.
- Maintains clinical records after each client contact or service, in accordance with mandated standards of San Francisco Community Mental Health Services.

Welcoming

Strength Based

Culturally Relevant

Team Implemented

Recovery Oriented

Family Oriented

Advancing the Field

- Leads therapy groups, for the treatment and monitoring of seniors able to benefit from group therapy.
- Contributes to team meetings and case conferences through presentation of cases, discussion of clinical issues and exchange of information and ideas.
- Provides information regarding community resources to the general public as needed.
- Other duties and responsibilities that may be assigned from time to time.

**Minimum Qualifications:**

- A minimum of 3 years of case management or treatment of at-risk gero-psychiatric population with psychiatric and substance abuse problems preferred.
- Masters degree in Social work, Counseling or Psychology
- Comprehensive range of mental health and substance abuse counseling, assessment and crisis intervention skills
- Ability to work cooperatively on a multi-disciplinary team, and to work with clients with various ethnic backgrounds
- Knowledge of DSM-IV diagnoses
- Working knowledge of a variety of computer software applications (i.e. Microsoft Word, Excel and Access, PowerPoint, Adobe Acrobat)
- Strong organizational skills
- Strong communication skills both verbal and written
- Strong time management skills
- Strong interpersonal skills
- Strong organizational skills
- Ability to prioritize projects and follow through
- Ability to be a team player with a welcoming attitude

**Additional Information:**

Division: Senior Services

Position: Temporary 1.0 FTE

Reports to: Program Director

**Licensing hours will be provided**

**SEND RESUMES TO:**

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