



Peer Case Aide

Senior Full Service Wellness 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

The Senior Full Service Wellness Program is a Mental Health Service Act program serving older adults, aged 60 and over, with severe psychiatric disorders and co-occurring disorders, providing comprehensive and integrated treatment services, including mental health and substance abuse treatment, physical health care, housing assistance, and vocational and educational support. It employs an inter-agency, multidisciplinary approach to provide comprehensive wellness/recovery-based services 24/7, including housing, basic needs assistance, and integrated mental health and substance abuse treatment services.

Job Description

Provides outreach and engagement to challenging senior populations (typically homeless). Performs key counseling and case management duties and assists in crisis intervention. Assists clients in communication and when necessary on behalf of the client to primary care doctors, pharmacists and county related care providers. Assists clients in accessing eligible benefits and housing. Provides transportation assistance to clients for getting to/from respective appointments in the field. Maintains client contact sheets and progress notes; follow a wellness model of care, practicing a harm reduction treatment model. May assist case managers with developing, organizing, and conducting programs to support client treatment plans relevant to substance abuse, human relationships, rehabilitation, or adult daycare. Networks with collateral agencies to inform them of the drop-in center services. Meets with supervisors and/or program managers regularly; performs related duties as assigned. Maintains accurate detailed observation and progress records for later electronic billing data entry. Additional duties as needed.

Program Specific Responsibilities

- Provide support for case management, mental health and substance abuse services, and crisis intervention for chronically mentally ill seniors in office and in community settings, including home and streets, both individually and in groups
- Assist in conducting intakes and assessing seniors with psychiatric and/or dual diagnosis disabilities for treatment as needed, by interviewing them in the office or at their home
- Develop and maintain good clinical relationships with clients
- Assist clients to maintain stability in the community by offering support and linkage to needed services
- Contribute to team meetings and case conferences through presentation of cases, discussion of clinical issues, and exchange of information and ideas.
- Participate in documentation of services provided

Welcoming

Strength Based

Culturally Relevant

Team Implemented

Recovery Oriented

Family Oriented

Advancing the Field

Minimum Qualifications:

- Extensive personal experience working with mental illness and/or substance abuse populations
- Outreach/engagement experience a plus as well as experience working with peers/volunteers
- High school diploma or equivalent experience
- Knowledge of principles and processes for providing customer and personal services to at-risk populations, including client needs assessment, meeting quality standards for services, and evaluation of client progress
- Knowledge of San Francisco County public transportation routes/services and ability to maneuver them efficiently
- Working knowledge of word processing (i.e. Microsoft Word, Excel and Access)
- Strong organizational skills
- Strong communication skills
- Strong Interpersonal skills
- Time management skills
- Ability to work with at-risk populations and create a caring and supportive therapeutic alliance with clients
- Ability to follow instructions and work under the direction of others
- Ability to prioritize projects and follow through
- Ability to work a flexible schedule, including weekends when needed. Minimum of 2 days/week with a maximum of 5 days a week
- Ability to complete paperwork accurately, independently, and on time
- Ability to build rapport with seniors with mental illness or substance abuse disorders
- Appropriate peer characteristics: age 40 or above, and with personal experience with mental health or substance abuse disorders
- Associate's degree or commensurate experience
- Experience with dual disordered clients or with seniors preferred
- Ability to be a team player with a welcoming attitude

Additional Information:

Division: Senior Services

Position: 53%

Reports to: Division Director

SEND RESUMES TO:

Jon-David Settell, Program Director

Family Service Agency of San Francisco

1010 Gough Street,

Phone: (415) 474-7310 ext. 423

Fax: (415) 931-3773

Email: jsettell@fsasf.org