

Clinical Case Manager (Temporary, Full Time role)

Berkeley Food & Housing Project – Berkeley, CA

Job Description

This is a Temporary, Full Time, benefit eligible role.

Introduction:

Celebrating its 50th anniversary in 2020, Berkeley Food and Housing Project (BFHP) has a clearly stated mission and purpose: to ease and end the crisis of homelessness in our communities. Every program in each region; Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County, supports this mission and everyone who works for or on behalf of BFHP understands and is loyal to this mission and purpose. The Agency's mission is responsive to the constituency and communities served by it and of value to the society at large.

Position Summary:

Under supervision of the Program Manager, the Clinical Case Manager will be responsible to provide mental health assistance to those entering into the programs. Clients admitted into the program are people experiencing homelessness who are 65+ of age and/or those with pre-existing medical conditions who are at risk of complications if exposed to Coronavirus.

Clients will be placed in two Berkeley motels, two RV sites and a single family house. Clients are screened at referral and intake for mental health needs, including checking relevant databases for mental health history. For clients identified at intake as needing mental health support, the Clinical Case Manager will create a Mental Health Monitoring plan for regular mental health check-in's and liaise with mental health professionals during the client's stay at the hotel.

S/he will also provide information about available mental health resources including the County's Behavioral Health Care Services, which include, but are not limited to crisis and urgent care, drop-in and supportive services, education and advocacy, and mental health education and support. If a client is already connected to mental health care, the Clinical Case Manager will reach out to their existing provider to coordinate care.

The Clinical Case Manager will work closely with the Program Manager, Associate Program Manager and assigned Housing Navigator to coordinate on-site services and development of appropriate Housing plans.

Essential Duties and Responsibilities:

- Develop and maintain a respectful, caring, tolerant, ethical, and empowering relationship with all individuals served.
- Support a case load of 25 clients; providing mental health screening at referral, completing mental health assessment; acting as a liaison to current providers, identifying potential resources if needed; completing necessary paperwork; providing explanation of program rules and regulations; and assisting client acclimate to the facility.
- Establish and maintain clear and effective communications with clients, ensure that their needs are met, assist them in the development and implementation of their treatment plans, and prepare them for warm hand offs to housing providers or other discharge plans.

- Provide informal counseling, focusing on the client's immediate situation and needs.
- Provide Cognitive/Behavioral types of intervention allowing the client to work toward achieving their immediate goals and recognizing their strengths partnered closely with onsite team.
- Provide crisis assessment and intervention. Appropriately assess the escalation of a situation and de-escalate or make appropriate decisions to manage the safety of others and self. Interface with crisis/emergency responders as necessary.
- Provide mental health guidance to onsite team on weekly team case conferences.
- Assist program management to create and maintain a safe and professional working environment free of hostility, harassment, and discrimination.
- Attend relevant Alameda County meetings to collaborate on county housing initiatives, housing opportunities, resources and housing barrier removal planning.
- Maintain confidentiality regarding clients, personnel and other internal agency affairs.
- Drive agency and/or personal vehicle for agency business purposes and to various program sites.
- Perform other related duties, responsibilities and special projects as assigned.

Qualifications, Skills and Abilities

- BA in psychology or related field required. MSW/MFT non-licensed, strongly preferred.
- A minimum of five years' experience working in a program serving persons with mental disabilities is required. Such experience must be in the direct provision of services to clients.
- Experience in psychiatric rehabilitation, preferably in a social rehabilitation environment is preferred.
- You are a problem solver: You are highly organized and manage complex processes confidently and efficiently. You can identify issues, effectively structure problems, analyze data to produce insights and generate wise, actionable recommendations.
- You have strong interpersonal skills and an intuitive sense of how to build and maintain productive, personable relationships with clients and your team members. You are equally comfortable speaking one-on-one or to a large group.
- You have clean DMV record, a valid driver's license, and can pass a background clearance.
- You have personal qualities of integrity, credibility, and a commitment to and passion for BFHP's mission.
- You have a sense of humor!
- You are resourceful with a can do attitude!

We are extremely proud of our diverse team and welcome all qualified applicants regardless of race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Job Types: Full-time, Temporary