



EMPLOYMENT OPPORTUNITY

NEIGHBORHOOD HOUSE ASSOCIATION

5660 Copley Drive • San Diego, CA 92111 • (858) 715-2642

TRIAGE AND DISCHARGE COORDINATOR 4010-0710-OC

**SALARY GRADE /
RANGE:**

Range: 54.0 \$24.33948 - \$26.86623 Per hour

EMPLOYMENT

One 0.9FTE – 1.0FTE position available with Neighborhood House Association Project Enable Program (286 Euclid Ave. Su. 102, San Diego, 92114).

APPLICATION SUBMITTAL INSTRUCTIONS:

This position is opened until filled

Submitted application must be fully completed (per application instructions), signed and dated. Submit copy of licensed by the State of California as a LCSW, MFT OR Clinical Psychology to be considered. Applications and job announcements may be obtained at the above address; 841 South 41st Street, San Diego, CA 92113; or you may refer to www.neighborhoodhouse.org.

JOB DUTIES and RESPONSIBILITIES:

Provides and/or coordinates psycho-social services for Mental Health program clients; and performs related work as required.

Provides triage and intake assessment for walk-in clients in need of mental health services; interviews and screens potential clients, provides ongoing assistance to clients admitted for services, support and guidance to assigned clients; develops corresponding care plans; monitors clients, performs necessary services and/or ensures that services or treatments are provided as directed by service and/or care plans; provides counseling to clients as required; acts as a resource and builds an alliance with the care coordination team and provides and/or makes appropriate referrals for necessary or requested services; performs crisis intervention, monitors transition readiness and conducts discharge planning.

Serves as advocate for client with external agencies; provides information to other agencies and the public about applicable NHA programs, represents NHA in assigned program outreach and/or community activities (e.g., panels and conferences); develops and maintains links with relevant referral sources, community service providers and/or human service professionals; provides information to these sources and agencies.

Participates in multidisciplinary treatment teams and coordinates care with other program staff; discusses client progress and/or problems with program staff and professionals and, when appropriate, recommends solutions within scope of responsibility and expertise; requests assistance and guidance from management and professional staff when necessary to address client issues and problems

Documents client progress and performs various other administrative functions associated with the program; updates assigned clients' progress notes or case narratives; if required, prepares quarterly summaries for clients; completes intake, discharge and other necessary paperwork;

Assigns workload to assigned staff, interns and/or volunteers; may supervise, train and/or monitor work performance of assigned staff, interns and/or volunteers.

QUALIFICATIONS:

Education, Experience & Training:

Completion of a master's degree program in social work or counseling from an accredited university with three years of increasingly responsible and related experience in a health or mental health setting including those with a co-occurring disorder; or an equivalent combination of training and experience; **Licensed** with experience with severely mentally ill clients. Bilingual English & Spanish preferred.

QUALIFICATIONS (continued):

Knowledge of: Clinical assessment of clients with severe mental illness, principles and practices of clinical mental health triage and walk in service models; Bio-psychosocial Rehabilitation (BPSR) guidelines and principles of care; Bio-psychosocial rehabilitation and recovery treatment modalities; brief solution-focused recovery mental health services model; quality assurance principles and practices; cultural and socio-economic issues relevant to providing appropriate rehabilitation and recovery services to special population groups, including the African-American and Latino population, Transition Age Youth, and LGBT communities; legal and ethical issues pertaining to delivery of professional mental health services; human behavior theory; local community and mental health and primary care resources available to assist the serious mentally ill; diagnostic categories (DSM IV-TR); current trends and issues in the field of behavioral health care; public relations principles and practices.

Ability to: Assess and triage acute and psychotic populations; evaluate and diagnose clients mental health condition using the DSM IV-TR diagnostic criteria; communicate clearly and concisely, both orally and in writing and with people of various educational, socio-economic and cultural backgrounds; ; maintain detailed client documentation; exercise tact, objectivity, sensitivity, strategy and judgment in dealing with a variety of people with mental illnesses; organize, set priorities and exercise sound independent judgment within areas of responsibility; establish and maintain effective working relationships with clients, other professional staff and the public; comprehend and apply laws, regulations, policies and procedures relative to the provision of social services; appropriately identify, assess, diagnose and effect appropriate treatment plans utilizing community resources and psycho-social treatment modalities in meeting the needs of clients; interview for the purposes of acquiring diagnostic information and effecting treatment; operate a computer using word processing, spreadsheet and database software applications, and operate other standard office equipment.

Licenses & Certification: A valid California drivers' license. Must be licensed by the State of California as a LCSW, MFT OR Clinical Psychology

PHYSICAL & MENTAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit for long periods; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; stand and walk; reach with hands and arms; and lift or move up to fifty pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; observe and interpret situations; learn and apply new information or skills; perform work on multiple, concurrent tasks; and interact with program management, staff, clients, care givers and others encountered in the course of work. The employee may have occasional contact with abusive and/or physically violent clients.

APPLICATIONS OF CANDIDATES WHO DO NOT MEET THE STATED POSITION REQUIREMENTS WILL NOT BE CONSIDERED. ONLY THOSE CONSIDERED FOR INTERVIEW WILL BE CONTACTED.

The provisions of this job announcement do not constitute an expressed or implied contract.

SUBMISSION OF APPLICATIONS

Applications must be filled out completely and legibly. Applications may be submitted in person or by mail. All statements on the application will be subject to verification and investigation prior to employment. When a closing date is indicated, applications must be received by or before 4:30 p.m. on that date, unless otherwise stated on this job announcement.

POSITIONS REQUIRING DEGREE/ CREDENTIAL

Where required, an official transcript from an accredited college/university and/or Credential must accompany the application. Applicants who fail to comply with this requirement will not be eligible for interview.

BENEFITS

Vacation; sick leave; 13 holidays; 2 personal days and 4 days bereavement leave; medical; dental; life and disability insurance; Social Security and Retirement Plan.

HOURS

Unless otherwise stated in this job announcement, the normal workweek is eight (8) hours per workday for five (5) workdays (i.e., 40-hours per workweek), although the actual hours of work in the workday may vary between 6 a.m. – 11 p.m. Occasional weekend work may be required.

INTRODUCTORY PERIOD

All non-professional positions have an initial introductory period of six (6) months, and all Union professional positions have an initial introductory period of nine (9) months.

CITIZENSHIP/IMMIGRATION STATUS

In accordance with the Immigration Reform and Control Act of 1986, Neighborhood House Association hires only U.S. citizens and others lawfully authorized to work in the U.S.