



# NEIGHBORHOOD HOUSE ASSOCIATION

5660 Copley Drive • San Diego, CA 92111

*Developing children, families and future leaders of our communities through  
empowerment, education and wellness from our house to yours.*

## JOB ANNOUNCEMENT

### SUPERVISOR/ TRIAGE COORDINATOR

**DATE POSTED:** July 25, 2016

**APPLICATION DEADLINE:** August 25, 2016

**Position no./ Range:** 4010/ 52.00

**Union Status:** Non- Union

**Starting Pay/ Range:** \$27.00- \$29.00 p. hr.

**Status/ Hours:** FT / Exempt

**Hours of Work:** 8:00 am- 5:00 pm

**No. of Weeks:** 52

**Location:** 286 Euclid Ave. Ste. 102, SD, CA 92114

**Dept./ Program:** Project Enable

#### Basic Job Assignment:

Under general supervision of the Program Director, Supervises the Care Coordination team and leads triage and admissions, and provides clinical support and coordination of psychosocial services for program clients, and performs other related work including screening, assessment, and referral, resource development, counseling services, transition and discharge planning.

#### Employment Requirements:

The ideal candidate is a self-motivated, independent worker who possesses a solid knowledge of Clinical assessment methods of clients with severe mental illness, principles and practices of clinical mental health triage and walk in service models; Bio-psychosocial Rehabilitation (BPSR) guideline, principles of care, rehabilitation and recovery treatment modalities; Brief solution-focused recovery mental health services model; 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 and diagnostic categories (ICD-10); Local community and mental health and primary care resources available to assist the serious mentally ill; Current trends and issues in the field of behavioral health care. The ideal candidate will also have the ability to Appropriately identify, assess, diagnose and effect appropriate treatment plans utilizing community resources and psycho-social treatment modalities in meeting the needs of clients; Evaluate and diagnose clients' mental health condition using the ICD-10 diagnostic criteria; Communicate clearly and concisely, both orally and in writing with people of various educational, socio-economic and cultural backgrounds; Maintain detailed confidential 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; 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. The candidate must have demonstrated experience working with culturally and ethnically diverse, low income or no income clients and unique populations.



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### Qualifications:

- Master's Degree in Social Work; **OR**
- Completion of a clinical psychology doctoral program from an accredited university;
- Three (3) years of increasingly responsible and related experience in a health or mental health setting including those with a co-occurring disorder;
- A valid California Driver's License;
- Must be licensed or licensed waived by the State of California as a LCSW, PhD, or Psy.D. with experience with severely mentally ill clients;
- Bilingual English/Spanish preferred;
- ■ TB test required upon hire and must be maintained every four years;
- ■ Perform timely, accurate, and concise documentation of client care using the Cerner Electronic Health Record system;

### Example of Major Functions:

- Performs triage and intake assessment for walk-in clients in need of mental health services;
- Interviews and screens potential clients, completes intake assessments of those meeting criteria, and provides ongoing assistance to clients admitted for services, support and guidance to assigned clients;
- Monitors clients, performs necessary services and/or ensures that services or treatments are provided as directed by service and/or care plans;
- Maintains and records information for County reports;
- Provides counseling to clients as required;
- Performs crisis intervention, monitors transition readiness and conducts discharge planning;
- Documents client progress/ performs various other administrative tasks associated with the walk-in component;
- Document and maintain records of patient activities and progress in the Cerner Electronic Health Record
- Acts as a resource and builds alliances with the internal care coordination team and external resources, assists in building referral partnerships and makes appropriate referrals for necessary or requested services;
- Provides information to other agencies and the public about applicable NHA programs represents NHA in assigned program outreach and/or community activities (e.g., collaborative projects, committees, and conferences);
- Develops and maintains links with relevant referral sources, community service providers and/or human service professionals;
- Participates /leads the multidisciplinary treatment team meetings 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;
- Creates reports of walk-ins, hospital and Urgent Walk-in Center referrals and of total monthly admissions;
- Leads the Cerner Quality Control (e.g. Trains and reviews billings, notes etc.);
- May supervise, train and/or monitor work performance of assigned staff, interns and/or volunteers.



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### **APPLICATION SUBMITTAL INSTRUCTIONS:**

Applications may be obtained at 5660 Copley Drive, San Diego, 92111; 841 S. 41<sup>st</sup> Street, San Diego 92113; or on the Agency website at [www.neighborhoodhouse.org](http://www.neighborhoodhouse.org). Completed applications may be mailed or delivered to the Human Resources Department at 5660 Copley Drive, San Diego, CA 92111 or scanned/emailed to: [recruiting@neighborhoodhouse.org](mailto:recruiting@neighborhoodhouse.org).

Applications must be fully completed (per instructions), signed, and dated when submitted. Any applicable supplemental application questions and/ or certifications must be attached to the application at the time the application is submitted. All statements on the application will be subject to verification and investigation prior to employment. In order for your education or certification(s) to be considered, you must attach a copy of your official degree transcripts or diploma or foreign equivalency report and/ or certification to your application. Please only submit the documents required.

- ***Please submit a DMV H-6 printout with your application.***

**NOTE:** Only those candidates being considered will be contacted for an interview and reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions of job on a case by case basis.

### **BENEFITS:**

Eligible employees receive the following 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.

### **INTRODUCTORY PERIOD:**

All regular appointees serve 6 months introductory period.

### **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.

This Job Announcement is not an offer of employment. The provisions of this job announcement do not constitute an express or implied contract. Any of the provisions contained in this job announcement may be modified or revoked without notice. Any person who is hired may voluntarily leave their employment upon giving proper notice, and may be terminated by the Agency at any time and for any reason. Any oral or written statements to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.

**Please note that offers of employment are only valid if they are made by the Human Resources Department**