



## Job Description

**Position Title:** Personal Services Coordinator (PSC)  
**Program:** Full Service Partnership (ND & Yolo)  
**Supervisor:** As indicated on the organizational chart  
**FLSA Status:** Non-Exempt (Hourly)  
**Effective:** May 2021

**Summary:** The Personal Services Coordinator works as part of multi-disciplinary team, using assessment, skill building, crisis intervention, advocacy, and linking to resources to improve clients current functioning, prevent hospitalization/incarceration, and increase stable housing. PSCs manage a small caseload by providing individual and group services while supporting clients with obtaining/maintain benefits, increasing income, assisting with overall well-being and health, navigating the legal system, reconnecting with natural supports, and using techniques to empower clients in their recovery process, a sense of responsibility, independence and fulfillment. PSCs will be expected to use their personal vehicles in order to provide community based services. PSCs may be on call 3-4 times a year for a week at a time with an on-call manager for support.

These programs are community based full service partnerships with Sacramento County and Yolo County, providing intensive mental health and case management services to clients in their homes and other community locations. Clients may include individuals who are experiencing homelessness, persistent mental health symptoms, substance abuse concerns, and health needs. We foster flexible and creative team approaches to meet clients where they are while also encouraging independent decision making. We work closely with clients and public entities to decrease chronic homelessness in Sacramento County and Yolo County

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

1. Support individuals with active listening, demonstration of empathy and carry a message of hope and recovery.
2. Observe, assess, intervene and refer (within one's scope of practice) in situations with clients regarding mental health symptoms, physical health symptoms and substance use issues.
3. Develop service/goal plans with clients and meet with the clients as needed to encourage, support and advocate for progress and assist with skill development. .
4. Work with a multi-disciplinary team to provide integrated psychosocial rehabilitative services to clients in the community and their homes, and attend meetings to ensure continuity of care for clients.

5. Provide positive public relations, community referrals, information and support by linking clients to needed resources; advocate with and on behalf of clients and significant support persons the clients have identified.
6. Accurately complete all necessary forms, reports and paperwork required by the program on a timely basis (e.g., progress notes, special incident reports, discharge summaries, Medi-Cal billing, Avatar forms, HMIS).
7. Facilitate planning of social, cultural, educational, supportive and recreational group activities.
8. Shop for food and household supplies to meet program or client needs.
9. Ensure the office, house, rooms, units and yard are clean and fit for occupancy, where applicable. Provide and assist with cleaning as needed.
10. Act as a designated Mandated Reporter for the observed or suspected abuse and/or neglect of children, disabled individuals, dependent adults and elder/senior citizens. Mandated Reporter also includes "Duty to Warn" which includes the responsibility to notify authorities and the intended victim(s) of physical harm.
11. Transport clients as needed.
12. Ensure the protection and confidentiality of all Protected Health Information (PHI) by following all policies and procedures in the Agency HIPAA Manual.

**Supervisory Responsibilities:** This job has no supervisory duties.

**Measures of Performance:** The Personal Services Coordinator shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. Interpersonal Skills – Responds promptly to colleagues and/or client needs. Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control managing difficult or emotional situations; Remains open to others' ideas and tries new things; Shows respect and sensitivity to all people including those with cultural differences; Promotes a harassment-free environment; Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Reacts well under pressure.
2. Communication – Speaks and writes clearly; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words; Organizes ideas clearly; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Ensures that others involved in a project or effort are kept informed about developments and plans.
3. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback constructively; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed; Is open with other team members about his/her concerns; Is able to see the merits of perspectives other than his/her own; Demonstrates openness; Makes agreements/commitments and follows through.

4. Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
5. Quality and Quantity – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Meets productivity standards and completes work in a timely manner.
6. Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

- Must meet the qualifications of a Mental Health Assistant III (MHA III). Individual must have:
  - A minimum of four (4) years of full-time equivalent (FTE) direct care experience in the mental health field providing mental health services; OR
  - Two (2) years of FTE direct care experience in a mental health related field providing mental health services and two years of education (60 semester or 90 quarter units) with a minimum of 12 semesters (18 quarter units) in a mental health related subject such as child development, social work, human behavior, rehabilitation, psychology or alcohol and drug counseling; OR
  - Two (2) years FTE direct care experience in a mental health related field providing direct mental health services and a certificate of completion from the County Core Skills Training.
- Mental Health Rehabilitation Specialist (MHRS) Certification is highly desirable. MHRS Certification requirements are:
  - Master’s Degree or PhD and two years of full time equivalent (FTE) direct care experience in a mental health setting; OR
  - Bachelor’s Degree and four years of FTE direct care experience in a mental health setting; OR
  - Associate of Arts Degree and six years of FTE direct care experience in a mental health setting. At least two of the six years must be post AA degree in a mental health setting.  
(FTE experience may be direct services provided in a mental health setting in the field of: Physical Restoration, Psychology, Social Adjustment, Vocational Adjustment.)
- Demonstrated knowledge of effective procedures for obtaining housing and subsidies.
- Ability to work with individuals who have a mental health diagnosis. Experience is highly desirable.
- MediCal billing experience, rehab experience and assessment writing skills are highly

desirable

- Experience with persons who have substance abuse problems, preferably individuals who are dually diagnosed (mental health & substance abuse) is highly desirable.
- Mental health crisis intervention experience is highly desirable.
- Lived experience as a mental health consumer or a family member/loved one of a mental health consumer is desirable.

**Language Skills:**

- Demonstrated ability to read, analyze and understand directions and documentation in English.
- Excellent English written communication skills, with demonstrated clarity and accuracy in writing, grammar, and punctuation.
- Excellent English verbal communication skills with the ability to effectively communicate with Agency employees, clients and all individuals inside and outside the Agency.
- Demonstrated abilities in effective communications to include writing and maintaining clear and accurate case notes and reports, rehabilitation planning, statistical reporting and evaluation.
- Demonstrated ability to prepare correspondence independently.
- Bilingual or multi-lingual skills are desirable.

**Mathematical Skills:**

- Demonstrated ability to work with numbers (add, subtract, multiply and divide, using whole numbers, common fractions and decimals) using a calculator.

**Reasoning Ability:**

- Ability to interpret a variety of instructions and documentation presented in various forms.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to solve practical problems that deal with abstract and concrete variables.

**Computer Skills:**

- Must be computer literate with experience in word-processing, email and the internet. Microsoft Office experience preferred.
- Knowledge of, and/or experience working with, the County's Avatar forms and system is **highly desirable**.

**Certificates, Licenses, Registrations:**

- Certification through the California Consortium of Addiction Programs and Professionals (CCAPP) (i.e., CADCA / CADC-I / CADC-II) is highly desirable.
- Provide own vehicle, possess a valid California Driver's License and current vehicle insurance. Driving record must meet and continue to meet the generalized driving guidelines used by our insurance broker.
- Must have at least 3 years of driving experience.

**Other Skills, Abilities, and Job Requirements:**

- Ability to pass clearance of the Federal Bureau of Investigation (FBI) and/or Department of Justice (DOJ) background screenings.

- Work overtime as requested and approved.
- Be available for one week of after-hours duty on a rotational basis.

**Physical and Emotional Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is required to:

V – Very Often / F – Frequently / O – Occasionally / R - Rarely							
Sit	v	Use keyboard	v	Stoop, kneel, crouch or crawl	o	Hear	v
Stand	v	Use hands to feel	v	Climb or balance	v	Talk	v
Walk	v	Reach with hands/arms	f				

Must occasionally lift or move up to 25 pounds. Specific vision abilities required by this job include: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Agency’s client population may consist of homeless individuals with a persistent mental health diagnosis which employees may come into contact with. In addition to mental health issues, this population may also have a variety of physical health issues and communicable diseases.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.