

We are growing expanding and hiring, and offering a sign-on bonus!

Hope Cooperative is searching for a Personal Services Coordinator (Mental Health Case Manager) for our New Direction Program.

Personal Services Coordinators (PSC) work as part of multi-disciplinary teams 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.

The New Direction Program is a community based full service partnership with Sacramento County, providing intensive mental health and case management services to clients in their homes and other community locations. New Direction 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.

We are looking for dynamic, committed individuals to join our team. If you want to be part of the solution to solving homelessness in our community, we are looking for your talent and expertise as we transform and empower the lives of people with mental illness by providing intensive mental health services supporting mental health recovery, community resource linking, and obtaining/maintaining stable housing. We are a highly respected, award-winning provider of a full array of mental health and supportive housing services in Sacramento County, and we need you to bring your compassion and support to the most vulnerable in our community.

At Hope Cooperative we're committed to the happiness and well-being of our employees, and aim to create a workplace that fosters both personal and professional growth.

This position is a full-time, non-exempt position, starting at \$23.32 per hour and works Mon – Fri dayshift hours.

HOPE Cooperative (aka TLCS, Inc.) offers a competitive benefit package consisting of, but not limited to, the following, and may be subject to change:

- 21 PTO days year (4 weeks/1 day)
- 26 PTO days after 5<sup>th</sup> year (5 weeks / 1 day)
- 6 days paid sick time
- 9 paid holidays
- Personal Days (Floating Holidays)
- Employer paid health insurance for employee and children
- Flexible Spending Account

- 401k match
- Employee Assistance Program
- Regular hourly wage step scale increases
- Flexible start/end times for some positions
- iPhone with unlimited data for personal/profession use and laptop for some positions
- Clinical Supervision towards licensure (for certain positions and upon approval)
- CEU days for certain positions
- Free CEU's for certain positions
- Annual BBQ and staff appreciation awards
- Annual Gift Card Program
- Referral Bonuses
- Transfer Sick Time Hours to PTO Hours
- PTO Cash Out
- Voluntary Dental, Vision, Life Insurance, Accident Insurance, Disability Insurance and more.

\* All benefit offerings are subject to change and are governed by the eligibility guidelines in the Employee Handbook. This list represents a general summary of available benefits and nothing stated here should be interpreted as being included in a written offer for employment.

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.
13. Regular and predictable attendance required.

**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. (**MHRS highly desired**).
- Ability to work with individuals who have a mental health diagnosis. Experience is highly desirable
- Experience with persons who have substance abuse problems, preferably individuals who are dually diagnosed (mental health & substance abuse) is highly desirable.
- Lived experience as a mental health consumer or a family member/loved one of a mental health consumer is desirable.
- Mental health crisis intervention experience is highly desirable.
- MediCal billing experience, rehab experience and assessment writing skills are highly desirable

**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, Sacramento County's Avatar forms and system is **highly desirable**.

**Certificates, Licenses and Registrations:**

- Provide own automobile, possess a valid California Driver's License and have adequate vehicle insurance as required by California state law. In addition, employee's driving record must meet, and continue to meet, the underwriting standards established by the generalized driving guidelines used by our insurance broker.
- Must have at least 3 or more years of driving experience.

**Other:**

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

HOPE Cooperative (aka TLCS, Inc.) is an Affirmative Action/Equal Opportunity Employer, and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class.

Our agency embraces a diverse & culturally rich workforce, and we welcome all candidates to apply.

To apply visit [Hope Cooperative - Online Career Center](#)

Final Filing Date: Until Filled