

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

Hope Cooperative is searching for a Care Coordinator.

**Description:**

Under the direct supervision of the individual indicated on the updated Agency Organizational Chart, the Care Coordinator works as part of multi-disciplinary team to provide and coordinate services and resources for clients. The goal of the Care Coordinator is to provide referrals, crisis intervention, support and encouragement to enable the client to access and use mental health and other services that prevent hospitalization and incarceration, and help the client find and maintain permanent housing and mental stability. This position assists clients with financial matters and entitlement issues, and gives the clients the care and attention needed to enable them to learn better coping skills, independent living skills, and techniques to empower clients with recovery, a sense of responsibility, and independence.

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 supporting independence and preventing homelessness. We are a highly respected, award-winning provider of a full array of mental health and supportive housing services in Sacramento and Yolo Counties, 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 \$22.21 per hour and may require working some evening and weekend schedules.

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.

- Serve as Point of Contact between the Division of Behavioral Health and subcontracted provider
- Oversee provision of ECM services at provider service site
- Maintain a caseload of approximately 40-60 Managed Care Plan (MCP) Members
- Offer services where the MCP Member lives, seeks care, or finds most easily accessible and within MCP guidelines
- Connect MCP Member to other social services and supports he/she may need
- Advocate on behalf of MCP Members with health care professionals
- Use motivational interviewing, trauma-informed care, and harm-reduction practices
- Work with hospital staff on discharge plan
- Engage eligible MCP Members
- Accompany MCP Member to office visits, as needed and according to MCP guidelines
- Monitor treatment adherence (including medication)
- Provide health promotion and self-management training
- Arrange transportation
- Contact MCP Member to schedule in-person visit with the care coordinator
- Support individuals with active listening, demonstration of empathy and carry a message of hope and recovery.
- 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.
- 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.
- 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.
- 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.
- 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).
- Facilitate planning of social, cultural, educational, supportive and recreational group activities.
- Shop for food and household supplies to meet program or client needs.

- Ensure the office, house, rooms, units and yard are clean and fit for occupancy, where applicable. Provide and assist with cleaning as needed.
- 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.
- Transport clients as needed.
- Ensure the protection and confidentiality of all Protected Health Information (PHI) by following all policies and procedures in the Agency HIPAA Manual.
- 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 physical health services; OR
  - Two (2) years of FTE direct care experience in a mental health or physical health related field providing 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 or physical health related field providing direct 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 is desirable
- Ability to work with individuals who have a mental health diagnosis. Experience is highly desirable.
- Medi-Cal 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.

**Certificates, Licenses, Registrations:**

Possess a valid California Driver’s License and current vehicle insurance. Driving record must meet, and continue to meet, the underwriting standards established by the generalized driving guidelines used by our insurance broker. Must provide proof of insurance.

- Must have at least 3 or more years of driving experience.

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

1. Ability to pass clearance of the Federal Bureau of Investigation (FBI) and/or Department of Justice (DOJ) background screenings.
2. Consumer of mental health services or a family member of a mental health consumer is desirable.

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 our [Hope Cooperative – Online Career Center](#)

Final Filing Date: Until Filled