** Clinical Case Manager   
 Senior Full Service Wellness Program**

**Agency Overview**

Felton Institute, founded in 1889 as Family Service Agency of San Francisco is the oldest nonsectarian, nonprofit charitable social-services provider in the City and County of San Francisco. Felton Institute's mission is to respond to human needs with cutting edge social services and treatment that combine the best social science research with cultural sensitivity, a deep respect for the consumer, and a commitment to social justice and supportive communities.

With 34 programs in 11 languages at sites throughout the area, our comprehensive array of services reaches across all racial, ethnic, cultural, and linguistic lines. More than 70% of our clients have annual incomes below the poverty level, about 65% of the clients are of ethnic or racial minorities. Our programs have been recognized as national models and have received the highest possible ratings from San Francisco’s Department of Public Health. At the heart of our work is the belief that individuals and families in crisis must have access to services and resources to help them build on their inherent strengths and develop self-sufficiency.

**Program Description**The Senior Full Service Wellness Program is a Mental Health Services Act program serving older adults, aged 60 and over, living with severe psychiatric disorders, providing comprehensive and integrated treatment services, including mental health and substance abuse treatment, physical health care, housing assistance, and vocational and educational support. It employs an inter-agency, multidisciplinary approach to provide comprehensive, recovery-based services 24/7, including housing, basic needs assistance, and integrated mental health and substance abuse treatment services.

**Job Description**

Provide outreach and engagement to challenging senior populations, typically homeless and living with severe and chronic mental illness, using the Mental Health Recovery Model. Perform key counseling, case management duties, crisis intervention and advocacy work in office and in community settings, including home and streets, both individually and in groups. Assist access to eligible benefits and housing resources. Work collaboratively with primary care providers, pharmacists and collateral agencies, advocating on behalf of the participants. Have the opportunity to share elements of personal recovery capacities with clients. Maintain documentation standards with daily progress notes, assessments and treatment plans of care, maintaining chart health standards. Assist in the development and organization and conducting of innovative programming utilizing recovery and strengths based approaches including harm reduction principles. The program follows a recovery-oriented model of care, and practices harm reduction. Meets with supervisors and/or program managers regularly; performs related duties as assigned. Maintain accurate detailed observation and progress records for later electronic billing data entry. Additional duties as needed will be assigned.

**Minimum Qualifications:**

* Passionate about working with at-risk populations, interested in principles of recovery, and dedicated to creating caring, supportive therapeutic alliances.
* Accurate and detail-oriented in documentation of treatment plans/charting.
* Basic Knowledge of DSM-V and diagnostic criteria.
* Masters Degree in Social Work or Psychology or related fields.
* BBS-registered; licensed or licensed-eligible (ACSW or AMFT or APCC)
* Some experience in case management and mental health services for people living with severe and chronic mental illness.
* Must have a valid California driver’s license.
* Experience serving those living with dual diagnoses, and experience with seniors strongly preferred.
* Ability to work with various ethnic backgrounds and cultural orientations.
* Strong organizational, communication, interpersonal and time management skills.
* Skilled at building rapport with people living with mental illness and co-occurring substance abuse disorders.
* Team player with a welcoming, collaborative attitude.

**Additional Information:**

Division: Senior

Position: Full-time

Reports to: Program Manager

**SEND RESUMES and Cover Letters to:**

Dr. Philip Tsui, LCSW, Psy.D.

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