

ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE
OCAPICA
JOB ANNOUNCEMENT

Title: Housing and Benefit Specialist
FLSA: Non-Exempt, Fulltime with Benefits
Pay Range/Rate: \$28-\$30/hr

Division: Mental Health- FSP
Supervisor: Behavioral Health Director
Revised: May 2023

Summary:

Under the supervision of the Behavioral Health Director, the Housing and Benefit Specialist will work with adult participants and family members (if applicable) in a Full Service Partnership program focused on Vietnamese population in Orange County to serve clients who have severe and persistent mental illness (SPMI). The Adult FSP program provides culturally and linguistically competent, family-centered, strength-based, and need-driven models of care, where enrollees identify their needs and strengths while working with care teams as equal partners.

Essential Functions:

- ◆ Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
- ◆ Develop a housing procurement, financial, and self-sufficiency case management plan with clients. This shall include intake interview to determine client's needs, goals, and eligibility for housing/benefits resources.
- ◆ Meet monthly minimum requirement of 50 Direct Service Hours, Medi-Cal/Medicare hours (if appropriate) and other Face-to-Face encounter requirements.
- ◆ Work with programs staff members and participant to develop individualized service plans with specific goals and objectives that meet the needs of the participant.
- ◆ Provide 24/7 services and crisis intervention to participants in the Adult FSP program.
- ◆ Provide comprehensive community support services that include evaluation of service eligibility for adults and their families, case management, facilitate communication among providers and monitor services rendered.
- ◆ Collaborate effectively with community organizations, county services, housing/benefits programs, and the whole continuum of services to establish continuity of care and needed referrals for clients with attention to cultural relevance and competency.
- ◆ Maintain timely and accurate documentation of service contacts in accordance with agency, county and state guidelines and quality assurance standards.
- ◆ Participate in staff meetings, trainings, case conferences, peer review meetings, and supervision sessions.
- ◆ Prepare and disseminate mental health promotion materials or coordinate development of mental health services data.
- ◆ Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
- ◆ Implement and maintain a process that encourages referrals to programs.

- ◆ Develop and recommend program evaluation methodologies and monitors, evaluates and prepares reports of program activities and effectiveness.
- ◆ May perform basic statistical research and writing projects involving data collection, summarization, analysis and design.
- ◆ May coordinate development of mental health services data and information; may prepare contracts and requests for proposals to provide information and referral services.
- ◆ May prepare news releases, feature articles, graphics, brochures, pamphlets, posters, newsletters and other materials.
- ◆ At the Behavioral Health Director's request, oversee housing/benefits activities, complete relevant reports in a timely manner; assist in training programs staff members.
- ◆ Make regular reports to the Behavioral Health Director.
- ◆ Perform any other functions as needed by management and agency.

Minimum Qualifications - Knowledge, Skills and Abilities Required:

- ◆ Bachelor's Degree in mental health or extensive experience equivalent with at least 1-2 years related experience in housing/benefits.
- ◆ Bicultural and bilingual Vietnamese.
- ◆ Excellent verbal and written communication skills. Strong computer skills
- ◆ Ability to keep accurate records and prepare reports
Ability to be proficient and timely with required paperwork
- ◆ Must be able to work collaboratively and build enduring relationships with providers, community and social service organizations, members and the multidisciplinary team
- ◆ Ability to work in a multidisciplinary team inclusive of internal/external staff, community agencies, participants, family members, and etc.
- ◆ Ability to provide case management services for different levels of care as required by the needs of the client and family members
- ◆ Must be committed to the continuous improvement of service quality
- ◆ Must possess interpersonal skills that excel in cultural sensitivity and respect for differences
- ◆ Must possess interpersonal skills and ability to maintain professional boundaries.
- ◆ California Driver's License and reliable transportation,
- ◆ Ability to do some travel for conferences, meetings, and trainings
- ◆ Occasional weekend, evening and on-call hours as needed. Ability to work flexible schedule.
- ◆ Verification of employment eligibility
- ◆ Background check and proof of car insurance

Desired Qualifications Knowledge, Skills and Abilities:

- ◆ Knowledge and experience with community organizations, social services and public resources.
- ◆ Excellent networking and communication skills
- ◆ At least 1-2 years' experience in case management

Supervisory Responsibilities:

- ◆ No supervision of employees required at this time

Environmental Conditions (Working Conditions):

- ◆ The environment for this position is an office environment and some office positions may require incumbent to travel out in the field

Physical Requirement:

- ◆ In the course of performing this job, the incumbent typically spends time sitting, standing, walking, typing, filing, listening and speaking

Mental Requirement:

- ◆ The incumbent in this position needs to be flexible and be able to accommodate a busy office environment

Application Process:

Application deadline: Until filled.

Please e-mail a resume and 3 professional references (past supervisors including e-mail address and phone number) to email: careers@ocapica.org

Please ensure that the email subject has the job title: **Housing and Benefit Specialist**

Agency Background

OCAPICA was established in 1997 as a nonprofit organization with a specialty in serving the diverse Asian American and Pacific Islander communities. Since then, OCAPICA has expanded and serves all communities, especially low-income communities through several different programs in health, mental health, workforce development, policy and civic engagement, youth development, and education. OCAPICA has more than 90 employees that speak 24 languages and serve more than 40,000 community members a year.

Orange County Asian and Pacific Islander Community Alliance, Inc. (OCAPICA) is an

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