

ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE  
OCAPICA  
JOB ANNOUNCEMENT

---

**Title:** Outreach/Intake Coordinator

**Division:** Mental Health- FSP

**FLSA:** Non-Exempt, Fulltime with Benefits

**Supervisor:** Licensed Clinical Supervisor and Behavioral Health Director

**Pay Range/Rate:** \$34-\$36/hr

**Revised:** May 2023

---

**Summary**

Under the supervision of the Licensed Clinical Supervisor/Behavioral Health Director, the Outreach/Intake Coordinator 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:**

- ◆ Outreach at different community events and conduct presentations to introduce FSP program.
- ◆ Coordinate referral with programs/departments within the agency and/or community organizations to ensure seamless referral process.
- ◆ Provide clinical intake and therapeutic services as necessary during the admission phase.
- ◆ Assess for eligibility into the program.
- ◆ Manage the waiting list and following up with referral sources.
- ◆ Provide clinical services to adults and families including but not limited to: individual, group, and family therapy.
- ◆ Provide 24/7 services and crisis intervention to participants in the FSP program.
- ◆ Meet monthly minimum of 50 Direct Service Hours, Medi-Cal/Medicare hours and other Face-to-Face encounter requirements.
- ◆ Coordinate services and provides required clinical documentation to ensure Medi-Cal/Medicare compliance.
- ◆ Linking ineligible individuals to appropriate community resources
- ◆ Appropriately and thoroughly documents all services rendered and contact had with participants in the form of billable and non-billable progress notes in compliance with state, county, and Medi-Cal/Medicare standards
- ◆ Participate in staff meetings, trainings, case conferences, peer review meetings, and supervision sessions.
- ◆ 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 perform any other functions as needed by management and agency.

**Minimum Qualifications - Knowledge, Skills and Abilities Required:**

- ◆ Master's degree with at least 1-2 years direct service, clinical experience.

- ◆ Registration and good standing with the Board of Behavioral Sciences (BBS) as an Associate Clinical Social Worker or Marriage and Family Therapy Intern while acquiring hours for licensure.
- ◆ Bicultural and bilingual Vietnamese
- ◆ Knowledge of DSM-5/ICD-10 and working principles of Recovery and Resiliency Models
- ◆ Demonstrate knowledge of and sensitivity towards various cultures
- ◆ Ability to work in a multidisciplinary team inclusive of internal/external staff, community agencies, participants, family members, and etc.
- ◆ Excellent verbal, written communication and 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 with other agency partners.
- ◆ Must possess interpersonal skills and ability to maintain professional boundaries.
- ◆ California Driver's License, car insurance, and reliable transportation.
- ◆ Ability to do some travel for conferences, meetings, trainings, and data collections at other sites.
- ◆ Occasional weekend, evening and on-call hours as needed. Ability to work flexible schedule.
- ◆ Verification of employment eligibility and Background Check required.
- ◆ Regular attendance required.

**Desired Qualifications - Knowledge, Skills and Abilities**

- ◆ Ability to be flexible and take initiative

**Supervisory Responsibilities:**

- ◆ No supervision of employees will be required at this time.

**Environmental Conditions (Working Conditions):**

- ◆ Duties to be performed in an office environment which may include shared space, exposed to weather conditions and noise level prevalent at the times when performing community-based duties.

**Physical Requirement:**

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

**Mental Requirement:**

- ◆ The incumbent in this position must be able to accommodate for any/all of the following: tolerance for distractions/interruptions, uncontrollable changes in priorities/work schedules. They must also be able to process information, think, and conceptualize in a clear and timely manner.

**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](mailto:careers@ocapica.org)

Please ensure that the email subject has the job title: **Outreach/Intake Coordinator**

---

## **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  
Equal Opportunity/Affirmative Action Employer***

*“OCAPICA is an Equal Opportunity/Affirmative Action Employer”*