

ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE
OCAPICA
JOB ANNOUNCEMENT

Title: Personal Services Coordinator (PSC) I
FLSA: Non-Exempt, Fulltime with Benefits
Pay Range/Rate: \$30 - \$32/hr
(Hiring multiple candidates for this role)

Division: Mental Health- Adult FSP
Supervisor: Program Manager/QA
Revised: May 2023

Summary:

Under the supervision of the Program Manager/QA, the PSC I 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:

- ◆ Provide case management and rehabilitation services for participants and their family members.
- ◆ Provide 24/7 services and crisis intervention to participants in the Adult FSP program.
- ◆ Facilitate and implement Care and Action Plans for partners and family members.
- ◆ Maintain a caseload of about 18 participants and support family members.
- ◆ Meet monthly minimum requirement of 100 Direct Service Hours, Medi-Cal/Medicare hours and other Face-to-Face encounter requirements.
- ◆ Appropriately and thoroughly document 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.
- ◆ Coordinate care for participants in collaboration with interna/external staff members and county agencies as part of a multidisciplinary team member.
- ◆ 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

- ◆ Bachelor's degree with at least 1-2 years' experience in the mental health or social services field.
- ◆ Bicultural and bilingual Vietnamese.
- ◆ Demonstrate knowledge of and sensitivity to diverse cultures
- ◆ Ability to work in a multidisciplinary team inclusive of internal/external staff, community agencies, participants, family members, and etc.
- ◆ Excellent verbal and written communication skills.
- ◆ Excellent organizational and prioritization skills.

- ◆ Strong computer skills.
- ◆ Ability to keep accurate records and prepare reports, detailed oriented and good organizational skills.
- ◆ 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

Please ensure that the email subject has the job title: **Personal Services Coordinator (PSC) I**

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.
