

ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE
OCAPICA
JOB ANNOUNCEMENT

Title: Personal Services Coordinator (PSC) II
FLSA: Non-Exempt, Fulltime with Benefits

Division: Mental Health- Adult FSP
Supervisor: Program Manager/QA and
Behavior Health Director

Pay Range/Rate: \$32-\$34/hr

Revised: May 2023

Summary

Under the supervision of the Program Manager/QA and Behavioral Health Director, the PSC II will provide case management/rehabilitation services to adult participants and family members (if applicable). This position will act as a Lead PSC, assist in training the PSC I and Bachelor's Level Volunteers/Interns. The Full Service Partnership (FSP) program focused on Vietnamese adults who have severe persistent mental illness. The 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

- ◆ Assist in the supervision of volunteers/interns.
- ◆ Work with challenging cases and provide 24/7 services and crisis intervention to participants in the Adult FSP program.
- ◆ Coordinating and facilitating support groups, rehabilitation activities with other program staff, community providers, and participants and their family members.
- ◆ Work with participant and their families to develop individualized service plans with specific goals and objectives including necessary services.
- ◆ Provide necessary FSP services that include evaluation of eligibility for program, assessment, treatment planning, rehabilitation services, crisis intervention, case management, and utilizes psychiatric consultation as needed.
- ◆ Provide consistent, reinforcing support to participants by allowing opportunities for participants to learn and practice social behavior, problem solving skills and coping skills.
- ◆ Collaborate effectively with community organizations, county services, other necessary agencies 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.
- ◆ Maintain a caseload of about 10 participants and support family members.
- ◆ Must meet 65 monthly direct services hours and Medi-Cal/Medicare billing requirements.
- ◆ Participate in staff meetings, trainings, case conferences, peer review meetings, and supervision sessions.
- ◆ May develop, maintain, and publicize a schedule of programs and activities offered in the mental health programs; create program brochures.

- ◆ May prepare and disseminate mental health promotion materials or coordinate development of mental health services data

Minimum Qualifications - Knowledge, Skills and Abilities Required

- ◆ Bachelor's Degree with at least 2 years' experience working in the mental health field.
- ◆ Bilingual and bicultural Vietnamese.
- ◆ Ability to be proficient and timely with required paperwork.
- ◆ 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 have excellent networking and communication skills.
- ◆ Must possess interpersonal skills and ability to maintain professional boundaries.
- ◆ Demonstrated knowledge and sensitivity to diverse cultures.
- ◆ California Driver License, proof of car insurance, 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 and background check required.
- ◆ Regular attendance required.

Non-Essential Qualifications

- ◆ Understanding of immigrant and refugee cultural issues and dynamics.

Supervisory Responsibilities:

- ◆ May assist supervision of volunteers/interns

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 to any/all of the following: tolerance for distractions and interruptions. Uncontrollable changes in priorities/work schedules; be able to process information, think, and conceptualize.

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) II**

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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