

<b>POSITION TITLE:</b>	Supervising Program Coordinator (Marin County)
<b>JOB STATUS:</b>	Full-time (40 hours), exempt; permanent
<b>PAY RANGE:</b>	\$55,000
<b>BENEFITS:</b>	<ul style="list-style-type: none"> <li>• Kaiser HMO or Blue Shield PPO medical; Principal dental, vision, life &amp; long-term disability insurance; plus an EAP</li> <li>• Vacation, sick, and personal time accruals, and 11+ paid holidays annually</li> <li>• FSA, Commuter Check, and 403(b) options available</li> <li>• Ongoing access to MHASF continuing education and skill-building workshops—all training time paid</li> <li>• Excellent opportunity for advancement—over 70% of our staff have been promoted internally at least once!</li> </ul>
<b>HOURS:</b>	<ul style="list-style-type: none"> <li>• 10am – 6pm, Monday – Friday</li> <li>• Some schedule flexibility may be required for urgent situations</li> </ul>
<b>REPORTS TO:</b>	Peer Provider Manager

**About the Mental Health Association of San Francisco (MHASF)**

MHASF is a mental health peer-run nonprofit located in downtown San Francisco and serving people and agencies across the Bay Area since 1947. As mental health consumers ourselves, we center the lived expertise of people with mental health challenges in our advocacy, education, and support programs, and believe that dignity and recovery in mental health are something everyone can experience. Our staff is dedicated to creating spaces for learning and healing around stigmatized and under-resourced areas in mental health—hoarding and cluttering behavior; post-hospitalization peer support; mental health and nutrition; peer mental health workforce development, and much more. We strive to live out our mission every day and strongly encourage people with lived experience of mental health challenges to apply and grow with us!

**OVERVIEW OF POSITION:**

When you're experiencing a mental health crisis, the presence of someone who understands what you're going through can make all the difference. In partnership with Marin County's Behavioral Health & Recovery Services Crisis Continuum, MHASF aims to make that difference for Marin County residents. We place peer counselors with a multidisciplinary triage team, based in San Rafael, to offer compassionate, culturally competent support and help build a sense of trust, safety, and possibility for people at their most vulnerable.

Our Peer Providers help offer a wide array of supports to residents of Marin County during and after mental health crises, including emotional support, short-term housing linkages, transportation, public benefits enrollment, health system navigation, service referrals, advocacy, and much more. Most importantly, they use their own lived experience of crisis and recovery to develop authentic connections and belief in the reality of hope.

If you're seeking to put your lived experience to work helping others, have your own vehicle, and enjoy work that offers variety and challenge, we would love to hear from you!

## **JOB ANNOUNCEMENT**

**POSTED: August 1, 2019**

**DEADLINE: Open until filled**

### **RESPONSIBILITIES:**

The Supervising Program Coordinator will spend time both on-site at the BHRS office and traveling throughout Marin County to provide personalized follow-up and case management support to people in recovery from a crisis experience. In addition, this position provides daily oversight, alongside the Peer Provider Manager, to MHASF peer providers. Position responsibilities will include the following:

#### *Supervision and Administration:*

- Provide additional daily supervision of 2 peer providers
- Provide 1:1 supervision on a weekly basis, if the Program Manager is not available
- Ensure that peer providers have the necessary resources needed to perform their jobs
- Oversee program administrative duties, such as time sheet submission and occasional program reports
- Serve as a liaison between the Mental Health Association of San Francisco and Marin County Behavioral Health and Recovery Services.
- Serve as a liaison between peer providers and program clinicians

#### *Peer Support & Case Management:*

- Use personal lived experience as a mental health consumer and/or family member to engage with clients
- Serve as a role model and self-disclose lived experience background to clients as appropriate, to establish trust and demonstrate possibility of recovery
- Provide information and assist clients with access to community services and resources
- Communicate with physicians, psychiatrists, and therapists as well as other service providers
- Assist with crisis intervention, targeted case management, advocacy, service navigation, and other supports
- Provide ongoing follow-up contact to ensure clients are connected to appropriate supports, and provide additional assistance when needed
- Help ensure that services are sensitive to the cultural context and personal history of each client and the client's support system; provide services in community-based settings
- Ensure that consumers and family members are involved to the greatest extent possible in decisions affecting services and treatment
- Promote collaboration among support systems, mental health providers, healthcare providers, justice system personnel, school personnel, and other agencies

#### *Record-Keeping, Training & Participation:*

- Attend supervision, staff meetings, trainings, and other meetings in Marin and San Francisco
- Maintain detailed records of services provided by program staff and ensure client record confidentiality
- Ensure records contain all data necessary in reporting to the State Department of Mental Health
- Ensure records conform to Medi-Cal requirements and standards
- Provide feedback and support to Marin County BHRS and communicate with MHASF about site issues as needed
- Provide training and information to the greater Marin County community to increase knowledge of and access to mental health triage

- Other responsibilities as assigned

**REQUIRED QUALIFICATIONS:**

- 2 years' professional experience supporting people with behavioral health challenges
- Personal lived experience with mental health challenges, and/or experience supporting a family member through mental health challenges
- A bachelor's degree in social/human services, such as social work, psychology, or human services.
- Minimum of 1 year in a supervisory role
- **Valid CA driver license with clean record and own vehicle**
- Proficient computer skills, including typing and data entry
- Clear, effective written and verbal communication skills
- Behavioral health knowledge, including familiarity with psychiatric diagnoses, psychiatric symptoms and associated behavior, psychiatric medications, and substance use issues
- Self-direction, flexibility, and organization
- Ability to use independent judgment, work effectively under pressure, and function well in a team setting
- Willingness to learn from others, take feedback, and make adjustments to communication and behavior
- Proven ability to work effectively with people of a variety of ages, backgrounds, and paths to recovery
- Commitment to upholding the mission and values of MHASF
- **Preferred** – Bilingual Spanish proficiency, native speakers highly desirable
- **Preferred** – Familiarity and experience with harm reduction and the mental health recovery model
- **Preferred** – Experience with case documentation and billing; training will be provided as needed

**TO APPLY**

Applications must include both 1) an up-to-date **résumé**, and 2) a **cover letter** explaining your interest in the position. Submit your complete application via **Email:** [careers@mentalhealthsf.org](mailto:careers@mentalhealthsf.org) – Include your full name and name of the position in the subject line

**Applications missing a cover letter or resume will not be considered.** Applications will be reviewed on a rolling basis as they are submitted, and the position will be open until filled. We will contact those we wish to schedule for an initial phone screening. Other than accommodation requests, no phone calls about this position, please.