



# Community Action Marin

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## Mental Health Program

**Job Title:** Senior Peer Case Manager

**Reports to:** Direct Services Manager

**Job Status:** Salaried / Non-Exempt

**Job Summary:** Consumer of mental health services (former or current) to provide case management to adults who are homeless and have psychiatric disabilities (which may include Axis 1, Axis 2, and co-morbid diagnoses including dual diagnoses).

### *Primary Responsibilities*

- Has individual caseload and acts as primary contact with clients
- Maintains observations/progress reports and documentation/billing reports as required
- Completes any other forms required, including clients' annual renewal documentation in a timely manner
- Maintains standards of productivity
- Uses own experience as a mental health client to engage with clients and acts as a role model
- Provides crisis intervention and conflict resolution
- Evaluates clients for welfare checks and contacts law enforcement when necessary
- Provides information and assists client/family with access to community services and resources
- Communicates with physicians, psychiatrists, and therapists as well as other service providers as needed
- Makes observations regarding changes in clients' mental health and other related factors such as financial, legal, and housing problems.
- Transports clients to appointments and other locations
- Adapts quickly to the changing needs of the clients and the program
- Work with both mentally ill clients and their families to help them reach goals by providing education and resource information.
- Engages in clinical and group supervision; seeks additional supervision as necessary
- Works as part of a team and communicates regularly to team members
- Attends staff meetings and other required meetings
- Adheres to agency policy regarding confidentiality
- Facilitates groups for clients when requested to do so
- Other duties as assigned

### **Qualifications**

- Specific knowledge of psychiatric diagnoses, symptoms, and associated behaviors; knowledge of psychiatric medications; pass both a written and oral test demonstrating knowledge of these areas.
- Successful completion of all peer counseling courses
- Minimum of two (2) years experience working with adults diagnosed with serious, chronic mental illness
- Dual diagnosis experience desirable
- Personal history of mental illness, current or past
- Ability to work under pressure
- Deep understanding – and ability to articulate – the role equity, inclusion, and diversity plays in our work.
- Self starter and has the ability to work independently
- Excellent verbal and written skills
- Computer skills - including Outlook, Excel and Word
- Valid California driver's license and must be insurable by CAM auto insurance, may be required to use personal automobile.
- Bilingual (English/Spanish) desirable

### **Physical Requirements**

- Ability to sit, walk, and stand intermittently
- Ability to grasp, push, and pull objects such as files, file cabinet drawers, and reach overhead
- Ability to operate a telephone and use a computer