



**Position Title:** Assistant Case Manager  
**Program/Dept:** AOT San Mateo  
**Reports to:** Program Director  
**Classification:** Regular, Full Time, Non-Exempt  
**Salary Range:** \$18.42 hourly + Full Benefits Package

**Agency Description:** Caminar is a nonprofit agency with 50 years of experience providing community-based support services for people with disabilities. Caminar services are designed to enable adults and older adults with mental health, physical and developmental disabilities to live and work in their community in accordance with their ability and desire. **Our mission is to improve the quality of life for people with disabilities by providing opportunities to live in the community with dignity and independence.** The agency employs approximately 300 of the most dedicated and professional staff serving the communities of San Mateo, San Francisco, Solano and Butte counties.

**Position Description:** Under supervision of the Assistant Director, the Assistant Case Manager provides services to clients including but not limited to assessment, counseling, crisis intervention, and medication management.

#### **Essential Duties & Responsibilities:**

- Support the development and attainment of client rehabilitation goals, including securing of housing and employment, development of a support system, increasing socialization skills, participating in recreational activities, etc.
- Support and assist maintenance of personal health, including attainment of and follow through with medical, psychiatric, and dental care. Provide medication support as needed.
- Assist with and teach activities of daily living, such as meal planning and preparation, personal hygiene, and budgeting.
- Document in a timely manner treatment planning and interventions as assigned and according to agency, county, and MediCal billing and quality assurance requirements.
- Drive own or agency vehicle to treatment destinations, documenting and reporting mileage according to agency procedures, so that services can be provided in a timely manner; comply with agency vehicle policy at all times.
- Assist in monitoring cleanliness and maintenance of client living environments, providing assistance as necessary in order to meet minimum standards.
- Report any "at risk," unusual, or illegal activity by clients to appropriate members of the team (i.e. Warm line Counselor, Case Manager, medical staff or Emergency On-call person) in a timely manner.
- Develop and maintain a respectful, caring, tolerant, ethical, and empowering relationship with all individuals served.
- Assist in resolution of conflicts between and among roommates and housemates.
- Assist with evaluation of need for entitlement benefits and assist clients with obtaining them.
- Perform all job functions in cooperation with supervisor, other staff on the case management team, and other service providers involved in the treatment effort, including sharing information regarding all important interventions.
- Participate in staff meetings, in-service trainings and consumer conferences as required.
- Assist program management in maintaining the program budget by carefully managing resources and by exploring and recommending cost saving measures and approaches to service delivery.



- Complete and submit accurate time sheets and absence reports to program management in a timely manner.
- Promote within the agency and with the general public the philosophy and practice of social rehabilitation.
- Participate in promoting a safe, healthy and clean working environment at all times consistent with applicable laws, industry standards and the agency's own Health & Safety Program.
- Actively nurture and advance the cooperative, harmonious and teamwork oriented environment Caminar strives to promote within the workplace; Through daily efforts and presentation promote an atmosphere of dignity and respect in line with the organization's mission, philosophy, policies and procedures.
- Perform other related duties, responsibilities and special projects as assigned.

#### **Qualifications, Skills & Abilities:**

- Must be passionate about Caminar's mission.
- High School Diploma or GED is required. Bachelor's degree in psychology or mental health related field is preferred.
- Minimum one year of demonstrated work experience with SMI/DD is preferred.
- Excellent computer skills in a Microsoft Windows environment including email and Internet navigation required. Experience with Human Service Information Systems strongly preferred. Experience with web based time and attendance and staff training and development system strongly preferred.
- Problem solving—identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Customer Service—manages difficult customer situations, responds promptly to customer needs and solicits customer feedback to improve service.
- Oral and written communication—speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings. Completes written progress notes and other formal communications skillfully and professionally.
- Quality management—looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Planning/organizing—prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Adaptability—adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability—is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security—the individual actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Must be a dynamic self-starter with demonstrated ability to work independently on special projects.

#### **Physical, Environmental and Mental Requirements:**

- Physical: Occasionally required to push/pull objects up to 50 lbs, and to lift/carry objects up to 25 lbs. Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to walk, stand, sit for extended periods.
- Sensory: Frequently required to read documents, written reports, and plans. Must be able to distinguish normal sounds with some background noise, as in answering the phone, interacting with



residents and staff, etc. Must be able to speak clearly and understand/be understood using the English language.

- Cognitive: Frequently required to concentrate on moderate detail with constant interruption. Must be able to attend to a task/function for 20-45 minutes at a time. Frequently required to understand and relate to specific ideas, several at a time. Must be able to remember multiple tasks/assignments given to self and others over a period of several days.
- Environmental Conditions: Frequent exposure to varied office and mixed (residential/office) environments. Occasional exposure to toxins and poisonous substances, dust, and loud noises.
- Equipment: Frequently required to use a computer, phone, and fax machine.

**Special Requirements:**

- Must be able to meet and receive a criminal records clearance, as required by Title XXII, other licensing regulations, and Caminar practices.
- This position requires frequent driving. A valid California driver license, reliable personal vehicle, current personal auto insurance as required by law, and an MVR sufficient to obtain and reasonably maintain insurability under agency auto liability policies are all essential job requirements.
- Must be able to pass post offer, pre-employment medical and drug tests as required under State Community Care Licensing regulations and/or agency policies.
- A personal cell phone with reliable service and, if applicable, a data plan to use for business purposes.
- May be required to obtain and maintain First Aid and CPR certification.

**How to Apply:**

Please send a letter of interest and current resume to: [jobs@caminar.org](mailto:jobs@caminar.org) (include "REACH ACM" in the subject header of your email). No phone calls please.

*Caminar is a leader in providing innovative client-oriented mental health services. We are an equal opportunity employer. Please visit our web site at [www.caminar.org](http://www.caminar.org)*