



## **JOB DESCRIPTION**

**Job Title:** Family Advocate II  
**Organization:** Asian American Recovery Services, Inc. (AARS, Inc.)  
**Program/Dept:** CBHS – Family Mosaic Project  
**Location:** San Francisco  
**Reports to:** Clinical Supervisor  
**Classification:** Regular, Full-time, And Non-Exempt  
**Salary Range:** \$39,343 - \$47,821 p.a.

**Description:** AARS serves a fiscal intermediary for Family Mosaic Project in this position. The Family Mosaic Project is an innovative interagency effort in San Francisco that coordinates planning and access to services for children and youth who are seriously emotionally disturbed, and their families. Involved in this multi-agency effort are the Department of Public Health, Department of Human Services, Juvenile Probation, and the San Francisco Unified School District. The Project emphasizes individualized service plans that are culturally competent, and which are developed and monitored in partnership with parents and all treating providers. Family Mosaic Project was one of eight pilot projects initiated in the United States by the Robert Wood Johnson Foundation. Since 1993, it has been funded through a capitation contract with the California Department of Health Services, and is part of the Children, Youth, and Family System of Care within San Francisco Community Behavioral Health Services.

### ***Primary Duties and Responsibilities (other duties may be assigned):***

#### **Under supervision of the Clinical Supervisor:**

- Perform care management responsibilities for a caseload of 12-15 families
- Work as a member of a team comprised of staff from Juvenile Probation, Human Services, Public Health, Behavioral Health Services, and Education and other parent partners
- The 40-hour work-week will involve flexibility in order to meet the schedules and needs of the clients. Some evening and possible weekend work may be required
- Prepare comprehensive, multi-disciplinary assessments and evaluations of children and youth who meet intake criteria, which will include the gathering of information from client and family, current and previous service providers, and from others involved with the family
- Prepare clinical case presentation and, based on information gathered, develop a Plan of Care for the child and family, with identified goals agreed upon by the family
- Initiate Service Authorization Requests for the client and/or family, based upon the Plan of Care, for the purchase of identified services; coordinate access to these services for the family, and monitor ongoing implementation of the Plan of Care for programmatic and fiscal accountability
- Establish and maintain close contact with children and families to monitor their needs, resolve difficulties, and coordinate support in times of crisis

- Maintain updated records (both written and computerized) on care management work, including but not limited to, progress notes, Plan of Care updates, evaluation summaries, and billing forms
- Act as a liaison to assist in the development of community resources, support projects of importance to families we serve, and maintain community accountability and visibility
- Mentor new staff, supervise interns, and serve as the Family Advocate Representative on special projects
- Participate in regular clinical case conferences, staff meetings, individual supervision sessions, and other meetings as indicated. Participate in ongoing training activities. At the request of supervisors, represent Family Mosaic in the role of Family Advocate and perform other duties as assigned.

***Minimum Qualifications:***

- Possession of a Master's Degree in Social Work or Related Field *or* BA with experience in a mental health setting or related field
- Mental health experience with children and youth. Previous care management experience preferred
- Possession of valid California Driver's License
- Experience with children and families of color
- Bilingual/Bicultural in Spanish/English required
- Familiarity with Special Education, Juvenile Justice, and/or Human Services systems preferred
- Knowledge of San Francisco community and its resources preferred
- Familiarity with IBM compatible systems preferred

***Other Qualifications:***

**KNOWLEDGE**

- Basic knowledge of care management process
- Basic knowledge of the "Wraparound" model
- Basic knowledge in a therapeutic process
- Basic understanding of the DSM IV and differential diagnosis
- Basic knowledge of the strength-based perspective in working with families
- Knowledge of substance abuse and its effect on families and individuals
- Familiarity with child abuse reporting laws
- Demonstration of cultural competence
- Basic knowledge of child development
- Knowledge of Special Ed, (IEP Process) the juveniles and/or social service system
- Knowledge of the San Francisco community and its resources (including the integrated system of care)
- Knowledge of the effects of trauma and grief on individuals and families
- Knowledge of the impact of exposure to violence on individuals and families
- Knowledge of crisis intervention protocols

## **SKILLS & ABILITIES**

- Ability to communicate effectively with strong verbal and writing skills
- Culturally competent interviewing skills
- Ability to establish strong working relationships with families experiencing chaos, stress, and severe emotional disturbances
- Ability to conduct assessments and develop appropriate plans of care
- Ability to balance roles of counselor, advocate, broker, gatekeeper, and fiscal monitor
- Proven ability in dealing with multiple providers, community members, and bureaucracies
- Ability to work independently, as well as the ability to be a positive and proactive participant within a multidisciplinary team

***Application Procedure:*** The position will remain open until filled. Send resume and letter of interest to:

Miriam Damon RN, MFT,  
Assistant Director of Child Youth and Family  
SF Community Behavioral Health Services  
1380 Howard St. 5<sup>th</sup> fl  
San Francisco, CA 94103

Or Fax to (415) 255- 3567

*Due to large volume of resumes received, we are unable to acknowledge receipt of all applications. Candidates who meet specific qualifications will be contacted during the course of this search.*

*AARS, Inc. is an equal opportunity employer. We encourage applicants from diverse backgrounds, including women, those from different racial and religious backgrounds and diverse sexual orientations. Reasonable accommodation will be made for persons with disabilities.*