



JOB ANNOUNCEMENT

Bill Wilson Center is a nationally and regionally recognized leader for providing services to at-risk youth and families. Our agency -- from our executive team to our line staff -- is committed to improving the lives and conditions of the people we serve. We provide direct services to more than 3,500 children, youth, young adults and families in Santa Clara County. BWC provides services that meet the cultural and linguistic needs of our whole community. We value our unique ethnic diversity as well as the LGBTQ community and non-able body community. Join us and become a difference maker at Bill Wilson Center! Find out more at http://www.billwilsoncenter.org/bwc_jobs/

Client Support Specialist – In-Home Outreach Team (IHOT)

SUMMARY:

The Client Support Specialist works as a member on our In-Home Support Team to provide engagement and support to adults with mental health challenges. The Client Support Specialist will provide case management, service linkage, outreach and engagement, peer support and other services to consumers of the IHOT program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Facilitate intake and screening services for clients
- Participate in case planning with client and family
- Provides outreach, skill development, and case management services to assist clients to improve life domain functioning
- Provides skill-based and solution-oriented peer support
- Services are provided in the natural settings such as community, home, and schools to improve accessibility and generalization of skill development
- Provide linkage to crisis consultation
- Provide linkage and referral to basic needs
- Referral services to the broader continuum of care including early psychosis services, Intensive Outpatient Services, Full Service Partnerships, Parent Helping Parents, crisis and inpatient care, and specialty care (eating disorder treatment, residential treatment, partial hospitalization, etc)
- Assist with coordinating and providing transportation for medical care, therapy, court hearings, or other pertinent treatment appointments/activities
- Provide outreach to other community agencies and potential referrals/participants about our program and services.
- Maintain a flexible schedule, which includes evenings and weekends as needed
- Maintain appropriate paperwork and standards for mental health services, and case management according to standards and regulations

- Complete all necessary regulatory documentation required County Department of Behavioral Health and BWC policies and procedures.
- Participate in Quality Assurance/Quality Improvement activities and initiative
- Maintain statistical data and complete reports as appropriate.
- Attend agency and other program meetings as appropriate.
- Participate in agency Safety initiatives and proactively report safety issues to management immediately
- Regular attendance is a requirement of the position.
- Other duties as assigned

QUALIFICATIONS:

High School Diploma plus relevant lived experience as a consumer or advocate. Knowledge of needs of culturally diverse transition age youth/ young adults required. Knowledge of SCC Behavioral Health systems and procedures highly desired. Medi-Cal experience highly desired. Must have proven experience with needs and resources for clients with mental health and/or substance abuse issues. Current CPR and First Aid Certification required (or complete within 30 days of hire). Fingerprinting/background check as required by the Department of Justice and/or Title XXII regulations. TB test required. Must have possession of current driver's license, access to a vehicle and personal automobile insurance. **Bilingual communication skills highly desired (English/Vietnamese or Spanish/English)**

All applicants are required to be fully vaccination with booster against COVID-19 (if eligible or agree to receive booster at the time of eligibility) prior to employment.

SALARY RANGE:

\$28.00 per hour. 100% employer paid Medical, Dental, Vision, Life Insurance, LTD and Employee Assistance Program. Retirement Plan with discretionary Employer Contribution. Generous PTO plan, 13 paid Holidays. And much more!

For consideration, please submit cover letter and resume (reference the position name in the subject line and/or cover letter) to:

BILL WILSON CENTER
ATTN: Resumes
FAX: (408) 244-4022
Email: resumes@billwilsoncenter.org

EEO:

Bill Wilson Center is an Equal Opportunity/Affirmative Action employer committed to building a team that represents the racial, ethnic and linguistic needs of our community. People of color, women, persons with disabilities, and persons who are LGBTQ are strongly encouraged to apply.

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. Because of a need to remain responsive to the needs of our clients and BWC's operations, responsibilities may be modified at any time.