



## **Intensive Case Management (ICM) Case Manager**

### **Geriatric Outpatient Services Program**

#### **Agency Overview**

Founded in 1889, Felton/Family Service Agency of San Francisco is the oldest nonsectarian, nonprofit charitable social-services provider in the City and County of San Francisco. Our mission is to strengthen families by providing caring, effective, and innovative social services, with special emphasis on the needs of low-income families, children, and the elderly and disabled people, thus improving the quality of life for all San Franciscans.

#### **Program Description**

The Intensive Case Manager (ICM) is part of Felton/Family Service Agency's Geriatric Mental Health Model, which offers mental health services to older adults with severe psychiatric disorders and includes a continuum of care, including treatment of dual diagnosis and homeless individuals. Under contract with the Department of Public Health – Behavioral Health Services (BHS), the ICM program provides city-wide services to older adults needing a high level of care. The agency is committed to implementing Evidence-Based Practices and behavioral health research into its community-based mental health services.

#### **Job Description**

Under the supervision of the Program Director, this position participates in a multidisciplinary team serving older adults, aged 60 and over, with severe psychiatric disorders and co-occurring disorders, providing comprehensive and integrated treatment services, including mental health and substance abuse treatment, case management, and other service connections. It employs an inter-agency, multidisciplinary approach to provide comprehensive wellness/recovery-based services. Referrals for the ICM caseload come from BHS and the caseload is capped at 20 clients to provide the intensive services needed. Once stabilized, clients are stepped down to Geriatric Outpatient Services at Felton or other clinics. The ICM clinician evaluates needs of clients, and develops treatment plans, often along with the medication support team. Services may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education. The ICM clinician maintains accurate detailed observation and progress records for electronic billing data entry. Additional duties as needed.

#### **Program Specific Responsibilities**

- Works closely with an interdisciplinary team of clinical case managers, psychiatric nurse practitioners, psychiatrist, and community specialists to provide intensive services to older adults in crisis.
- Provides crisis intervention and management to prevent hospitalization, and if necessary, facilitates involuntary hospitalization.
- Performs intakes and assessments for older adults with psychiatric and dual diagnosis disabilities in a Felton clinic or in their homes.
- Provides individual or group therapy to stabilize clients and prevent de-compensation.
- Provides case management services, including evaluations, service plan development, assisting clients in accessing housing, financial, medical and other needed services. Coordinates with other service providers.
- Maintains clinical records after each client contact or service, in accordance with mandated standards of San Francisco Community Mental Health Services.
- Participates in team meetings and case conferences through presentation of cases, discussion of clinical issues and exchange of information and ideas.
- Commits to ongoing training by participating in FSA's Paths of Learning for clinical care managers, including developing specializations in evidence-based treatments and practices.

- Commits to ongoing training in the geriatric specialization of mental health services, as provided by the Senior Division and Felton Institute.
- Provides information regarding community resources to the general public as needed.
- Other duties and responsibilities that may be assigned from time to time.

**Minimum Qualifications:**

- A minimum of 3 years of case management and mental health treatment for at-risk older adults, including co-occurring disorders.
- Masters degree or higher in Social Work, Counseling, or Psychology
- Comprehensive range of mental health and substance abuse counseling, assessment, and crisis intervention skills
- Ability to work cooperatively on a multi-disciplinary team, and to work with clients with various ethnic backgrounds
- Knowledge of DSM 5
- Valid CA Driver's Licence preferred
- Strong organizational skills
- Strong communication skills both verbal and written
- Strong interpersonal, organizational, and time management skills
- Ability to prioritize projects and follow through
- Ability to be a team player with a welcoming attitude

**Additional Information:**

Division: Senior Services

Position: 100% FTE

Reports to: Program Director

**Licensing hours will be provided**

**SEND RESUMES TO:**

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