

Leaders in Community Alternatives, Inc. (LCA) is a community-based criminal justice organization which has been providing services in California for over 25 years. LCA operates multiple programs that offer a broad array of reentry services. The services reduce recidivism and increase public safety by effectively engaging clients in skill building activities and other transformative services and creating opportunities that are known to help clients successfully exit the criminal justice system.

LCA is an equal opportunity employer committed to embracing diversity and considers all qualified applicants without regard to color, ethnic background, religion, sex, gender identity, sexual orientation, national origin, age, disability, HIV/AIDS status, veteran status, or any other legally protected class. Qualified applicants with arrest and/or conviction records are considered for employment in a manner consistent with Federal, state and local laws, including but not limited to the San Francisco Fair Chance Ordinance. LCA offers a comprehensive benefits package including medical, dental, 401k, vacation, etc., along with compensation based on experience, education and/or proven abilities.

LCA is currently seeking qualified candidates to fill an opening at our Community Assessment Services Center (CASC) in San Francisco.

### **CLINICAL CASE MANAGER**

The Clinical Case Manager provides support and referrals to clients on his/her assigned caseload and functions as a member of a team to provide evidence-based services. Using Motivational Interviewing and effective clinical skills, the Clinical Case Manager works with high risk clients to prevent homelessness and links them to appropriate outpatient services. The individual will provide intensive case management, psycho education, intake, assessment, service planning and case consultation.

The following are additional essential functions of this position:

- Provide intensive, wrap-around case management for clients with severe mental health and/or substance related issues;
- Assess and evaluate new clients when assigned to caseload, and ensure all supporting documents are verified and on file;
- De-escalates clients in crisis.
- Works with clients to resolve questions and provide linkage to appropriate services, classes, programs, resources and partner agencies.
- Works with clients to assess the urgency of their issues. Assists the client by acquiring the appropriate appointment(s), as needed.
- Encourages clients to engage in services at the CASC and to connect with their assigned case manager.

- Conducts intakes on an as needed basis to assist the Intake/Case Manager.
- Records and maintains complete and accurate records of communications regarding service provision, assessments and interventions as they occur.

A Master's Degree in the Social Sciences or a related field and one year experience as a case manager in a program setting with the forensic population is preferred; or, a Bachelor's Degree and the equivalent of two cumulative years of full-time experience in a program with this population.

The ideal candidate will have the following desired characteristics:

- Experience working with high needs and high risk systems-involved adults, specifically those with mental health and substance related issues
- Demonstrated experience with crisis intervention and de-escalation techniques
- Knowledge of San Francisco community-based service providers
- Able to communicate in a second language such as Spanish
- An understanding and respect for the criminal justice population
- Demonstrated cross-cultural sensitivity, competency and ability to work with people from diverse backgrounds
- Strong written and verbal communication skills
- Strong word processing computer skills. Previous database experience a plus.
- Strong organizational skills. Ability to multi task to meet company objectives.
- A general level of personal discipline that gives evidence of the ability to meet schedules and deadlines in a timely and effective manner.
- Interpersonal skills sufficient to provide for the establishment of an effective working relationship with staff, managers, clients, and outside business partners and agencies.
- Self-starter, able to work with minimal supervision and under pressure
- Intelligence, honesty and integrity
- Ability to work independently as well as in a team setting
- Comfortable working in both an in-custody and out-of-custody setting
- Willingness to work a flexible schedule

**Regular work days and hours**

The Case Manager will work 40 hours per week, with varying shifts including some weeknights until 8:30pm.

**Salary:**

Full time position, Salary DOE.

**To apply:**

Please send a cover letter outlining how you meet the minimum requirements and a resume to: [jobs@lcaservices.com](mailto:jobs@lcaservices.com). No telephone calls please. All staff must complete LiveScan fingerprinting following an offer of employment.