



Job Title: Personal Service Coordinator/Case Manager II
Program/Dept.: The Living Well Clinic
Classification: Temporary, Full-Time/Non-Exempt
Salary: \$25.45 - \$32.49/Hourly
Reports to: Rehabilitation Counselor Supervisor
Location: 4879 E. Cesar Chavez Blvd, Fresno, CA 93727
Date: May 19, 2025

1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Holistic Wellness Program, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

The Fresno Center’s Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center’s Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

2. THE PROGRAM

The Fresno Center’s Living Well Clinic (LWC) is a “fee-for-service” organizational provider contractor with the Fresno County Mental Health Plan to provide Cultural Specific Services. It utilizes culturally and linguistically capable, qualified mental health practitioners to provide three levels of care, outpatient (OP), intensive case management (ICM), and Full Service Partnership (FSP) services, to the Southeast Asian (SEA) community, particularly those of Hmong, Laotian, Vietnamese or Cambodian descent who are Medi-Cal eligible. The mental health services are provided in appropriate SEA languages accordingly to serve targeted population.

The Fresno Center’s Living Well Clinic offers a clinical supervision and training program for graduate, post-graduate, doctoral, and post-doctoral students, with a focus on supporting individuals from Southeast Asian (SEA) communities. The goal of the program is to help increase the number of licensed mental health professionals with the cultural and linguistic competencies needed to serve diverse communities, including those of Hmong, Laotian, Vietnamese, and Cambodian descent. We encourage applicants from all backgrounds and are committed to fostering an inclusive and equitable training environment.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for terminations which are due to the defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

3. POSITION SUMMARY

Under immediate supervision, provides case management and supportive services to adults with chronic mental illness or co-occurring disorders and/or emotionally disturbed children and youth; and performs related work as required.

Personal Service Coordinator/Case Manager II is the experienced level classification in this series and is responsible for providing case management and supportive services to adults with chronic mental illness or co-occurring disorders and/or emotionally disturbed children and youth. This classification differs from Personal Service Coordinator/Case Manager I in that incumbents at the II level have sufficient training and experience to complete assignments with minimal supervision, increased skill level and exercise greater independent judgment in the performance of assignments. This classification series differs from the Licensed



Mental Health Clinician classification series and the Licensed Psychologist classification series in that Community Mental Health Specialists do not provide clinical mental health assessment, diagnosis or individual, group, marital or family therapy. In addition, this classification series differs from the Substance Abuse Specialist classification series in that Community Mental Health Specialists do not specialize in substance use disorders and do not provide substance use disorder counseling.

4. JOB DUTIES & RESPONSIBILITIES

- 4.1. Maintains a caseload of 15 full services partnership (FSP) clients, if assigned to FSP services.
- 4.2. Provides a minimum of 4-5 direct client service hours per day.
- 4.3. Interviews clients, individually or in group settings, to determine their barriers to recovery and related needs concerning the necessities of day-to-day living such as housing, employment, and home budgeting.
- 4.4. Under clinical direction, develops and implements a treatment plan to help the client reduce barriers to recovery and address their needs concerning the necessities of day-to-day living.
- 4.5. Assists clients toward achievement of recovery goals through implementation of both individual and group interventions aimed at increasing skills and decreasing symptoms.
- 4.6. Documents interventions and client's progress in treatment.
- 4.7. Provides case management services including linkage, advocacy, and outreach services to inform clients about community resources.
- 4.8. Confers with clinical staff regarding client's progress.
- 4.9. Assists clients with employment interviews and counsels clients regarding employment responsibilities.
- 4.10. Prepares and writes case records, reports, and correspondence and maintains appropriate controls and records.
- 4.11. Under clinical direction, may assist in carrying out activities described in a treatment plan, including recreation, daily living skills, and use of community resources.
- 4.12. May transport clients to various activities in the community.
- 4.13. May assist in developing, monitoring, and evaluating client mental health projects and programs through such means as participation in workshops, conferences, rallies, task forces, Mental Health Board, etc.
- 4.14. May perform activities, as needed, to develop, maintain, and distribute a client newsletter, including interaction with client and provider representatives to gather and collate mental health information.
- 4.15. May meet regularly with participants at various mental health program sites to inform clients of issues and policies which impact their mental health services. Gathers client opinions and represents those opinions in the appropriate forums.
- 4.16. May act as a liaison between clients and providers, including coordinating services with other agencies and departments such as schools, courts, and law enforcement.
- 4.17. Perform other job duties as assigned.

5. MINIMUM QUALIFICATIONS:

- 5.1. Must be competent in computer skills, such as Windows, excel, word processing, power point presentation, and other software programs.
- 5.2. Must have transportation and a valid California Driver's License
- 5.3. Clean DMV record and valid vehicle insurance
- 5.4. Must pass background check, Live Scan, and Drug Test
- 5.5. Commitment to the mission and values of the agency
- 5.6. Committed to community building and development,

6. COMPETENCY:

6.1. Knowledge and experience of:

- 6.1.1. Mental health case management, mental health rehabilitations (e.g., teaching functional skills, daily living skills, social skills, personal hygiene skills, teaching, coaching, practicing, modeling, planning, organizing, and supportive services);
- 6.1.2. Local resources including but not limited to housing, other mental health clinics, psychiatric services, food resources, alternative healing practices, etc;
- 6.1.3. Maintaining client records according to HIPAA and adhere to all client confidentiality requirement standards;
- 6.1.4. Communicates effectively both orally and written forms to supervisees and co-workers;
- 6.1.5. Other knowledge that will be relevant to the position.

6.2. Skills/Abilities to:

- 6.2.1. Typing speed of 45 words per minute



- 6.2.2. Knowledge of operating Microsoft software (e.g., Outlook email and calendars, Words, Excel, PowerPoint, Teams, etc.)
- 6.2.3. Conduct interviews and compile various information and records accurately;
- 6.2.4. Assist clients with various recovery goals and monitor and document recovery process;
- 6.2.5. Learn and effectively utilize public and private human services resources, providers and agencies;
- 6.2.6. Communicate effectively orally and in writing with people of various educational, socio-economic and cultural backgrounds;
- 6.2.7. Work effectively as part of a multidisciplinary team;
- 6.2.8. Write clear, accurate and concise reports;
- 6.2.9. Learn and apply goals and objectives of mental health programs;
- 6.2.10. Effectively organize work schedule and set priorities;
- 6.2.11. Learn current socio-economic issues affecting County Communities;
- 6.2.12. Establish and maintain effective working relationships at all organizational levels and with the public
- 6.2.13. Maintain a high degree of maturity, integrity and good judgment.

7. PERSONAL QUALITIES

- 7.1. Accountable
- 7.2. Diligent and organized.
- 7.3. Ethical
- 7.4. Punctual
- 7.5. Able to adapt to changing priorities in a dynamic work environment.
- 7.6. Problem-solver
- 7.7. Creative
- 7.8. Maintain confidentiality in handling sensitive information

8. WORK ENVIRONMENT:

- 8.1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- 8.2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

9. TYPICAL WORKING CONDITIONS:

- 9.1. The office setting is a normal environment.
- 9.2. Occasionally work during early morning, evening, or weekend.
- 9.3. May be subject to temperature variances in the office.
- 9.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

10. TYPICAL PHYSICAL DEMANDS.

- 10.1. Requires sitting, standing, or walking for up to eight hours a day.
- 10.2. Some bending, stretching, or reaching may be necessary.
- 10.3. Lifting to 40 pounds may be required on occasion.
- 10.4. Vision must be correctable to 20/20
- 10.5. Hearing must be in the normal range for telephone contact.

11. POSITION TYPE AND EXPECTED HOURS OF WORK:

- 11.1. Full-time, typical work hours are between 8:00 am to 5:00 pm, Monday to Friday
- 11.2. Evenings and weekends as needed.

12. TRAVEL:

- 12.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed, locally.
- 12.2. Individuals may also be expected to use their own vehicle to travel and with mileage reimbursement.
- 12.3. A company car may be used when transporting a client to and from his or her placement, or field activities.



13. REQUIRED EDUCATION AND EXPERIENCE:

13.1. Education

Bachelor of Arts or Science in social work, psychology, child development and other similar academic areas from an accredited college/university.

13.2. Experiences

One (1) year of full-time, paid work experience equivalent to that gained as a Personal Service Coordinator/Case Manager I with the County of Fresno.

14. ADDITIONAL ELIGIBILITY QUALIFICATIONS:

14.1. Bilingual proficiency in a Southeast Asian Language is highly desirable to support the needs of the community. (Proficiency in Hmong or Lao preferred).

15. BENEFITS:

15.1. Medical, vision, and dental coverage.

15.2. Life insurance coverage at annual salary.

15.3. Sick leave, per personnel policy.

15.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.

15.5. Vacation, per personnel policy

15.6. Holidays per personnel policy

16. Affirmative action plan/Equal employment opportunity (AAP/EEO):

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.

17. Acknowledgment

I acknowledge that I have read and understand the above job description, responsibilities, and standards of the position. I understand that the job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

I understand the position is contingent upon continued funding and the (The Fresno Center) will not be responsible in any manner for terminations which are due to defunding of Federal or State Contracts. I understand that I am an at-will employee and can be terminated at any time with or without cause.

Print Employee's Name

Employee's Signature

Date