

### **Program Manager II/III**

1. Participates in preparing, monitoring and administering the program budget.
2. Plans, implements and evaluates program operations.
3. Recruits, hires, trains and supervises staff.
4. Implements administrative procedures for new contracts.
5. Provides direct client services as needed.
6. Assists with fund development proposals for the maintenance, expansion and growth of the agency.
7. Attends and facilitates staff meetings regarding clients (including Medi-Cal enrolled) to identify needs, referral resources and protocols for service referrals. (A, B)
8. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Families Together. (A, B)
9. Assists staff in providing information to Families Together clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (A, B)
10. Oversees and may assist with the Medi-Cal/Healthy Families application process. (C)
11. Arranges transportation of clients, including Medi-Cal enrolled, to Medi-Cal covered services to meet their identified needs. (D)
12. Works with community agencies to fill gaps in services by planning health and Medi-Cal services to families in need of such services. (F)
13. Assesses health system capacity to provide appropriate health and Medi-Cal services; collaborates with other providers and health agencies to enhance health services, referral processes and protocols and to fill identified health needs. (F)
14. Assists to administer MAA claiming, including development of claim plans and overseeing time survey process. (G)

### **Counselor III/IV**

1. Oversees the delivery of Families Together services and coordinates documentation and billing services.
2. Supervises all assigned staff.
3. Completes client intakes and family assessments.
4. Provides individual, family and group counseling and crisis intervention.
5. Provides and attends in-services and staff development activities.
6. Attends multi-disciplinary team meetings regarding clients (including Medi-Cal enrolled) to identify needs, discuss cases, clinical issues, referral resources and protocols for service referrals. (A, B)
7. Conducts case consultation with collaborative service agencies, including discussion of health care and Medi-Cal related referral options for clients. (A, B)
8. Provides information about services offered by Medi-Cal and directs clients to Medi-Cal eligibility workers for eligibility determination. Refers Medi-Cal eligible individuals directly to services to meet their needs. (A, B)
9. Identifies need for medical services and refers clients (including Medi-Cal enrolled) to health and Medi-Cal services to meet their needs. (A, B)
10. Assists with the Medi-Cal and Healthy Families/Medi-Cal for Children application process. (C)
11. Arranges transportation of clients, including Medi-Cal enrolled, to Medi-Cal covered services to meet their identified needs. (D)

### **Program Assistant II/III**

1. Provides contract administration for Mental Health, Drug/Medi-Cal and HHS and City contract procedures including data entry, tracking Medi-Cal eligibility and renewals.
2. Acts as a liaison with County Health, Mental Health and Drug and Alcohol Program staff, program coordinators and counseling staff.
3. Provides support for front desk and completes clerical duties as needed.
4. May conduct intake registrations in Spanish and translates documents into Spanish as required.
5. Attends staff meetings regarding clients (including Medi-Cal enrolled) to identify needs, referral resources and protocols for service referrals. (A, B)
6. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Families Together. (A, B)
7. Assists staff in providing information to Families Together clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (A, B)
8. Assists with the Medi-Cal/Healthy Families application process. (C)
9. Arranges transportation of clients, including Medi-Cal enrolled, to Medi-Cal covered services to meet their identified needs. (D)

### **Family Support Specialist**

1. In consultation with MDT and supervisor, provide individualized, comprehensive services that address multiple risk factors, promote self-sufficiency, support a nurturing parent-child relationship with the overall goal of preventing child abuse and neglect; with team, track and adapt plans based on results.
2. As primary case manager, ensure coordination and effectiveness of service delivery to families on assigned caseload. (Medi-Cal related – A, B)
3. Prepare and maintain family case records to document contacts, services needed, referrals/follow-up, crisis assistance, behavioral assessments, reports, and progress toward service plan outcomes.
4. Informs clients about community resources, including health and Medi-Cal resources, and assists clients with access to these programs. (A, B)
5. Screen and assess cognitive, emotional, and behavioral functioning of children and their families; use assessments to develop service plans and inform service strategies.
6. Maintain a close relationship with community resources/agencies by collaborating and becoming informed about services offered to support families served.
7. Provide information and referrals to families and follow-up on outcomes. (Medi-Cal related – A, B)
8. Advocate for the needs of families. (Medi-Cal related – A, B)
9. Assist with the coordination and facilitation of groups and activities.
10. Represent the agency and program effectively in a professional and collaborative manner that fosters positive working relationships with other agencies and agency representatives.
11. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Families Together. (A, B)
12. Assists staff in providing information to Families Together clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (A, B)

Continued on following page

**Family Support Specialist – cont'd.**

13. Assists with the Medi-Cal/Healthy Families application process. (C)
14. Arranges transportation of clients, including Medi-Cal enrolled, to Medi-Cal covered services to meet their identified needs. (D)

### **Manager I/II/III/IV**

1. Develops budgets and contracts.
2. Acts as a liaison for financial monitoring with the Executive Director.
3. Conducts long-term planning, quality assurance, community needs assessment, and program evaluation activities as they relate to fiscal operations, service delivery and Strategic Plan budget projections.
4. Implements personnel policies as established in the Santa Cruz Community Counseling Center Manual including Affirmative Action Plan.
5. Provides and attends in-services and staff development activities.
6. Attends and facilitates staff meetings regarding clients (including Medi-Cal enrolled) to identify needs, referral resources and protocols for service referrals. (Medi-Cal related outreach, referral - A, B)
7. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Families Together. (Medi-Cal related outreach - A, B)
8. Assists staff in providing information to clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (A)
9. Oversees and may assist with the Medi-Cal/Healthy Families application process. (C)
10. Arranges transportation of clients, including Medi-Cal enrolled, to Medi-Cal covered services to meet their identified needs. (D)
11. Prepares reports and needs assessments to develop strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (F)
12. Collaborates with others and prepares proposals for expansion and enhancement of health and Medi-Cal services. (F)
13. Assists to administer MAA claiming, including development of claim plans and overseeing time survey process. (G)

### **Family Support Specialist**

1. In consultation with MDT and supervisor, provide individualized, comprehensive services that address multiple risk factors, promote self-sufficiency, support a nurturing parent-child relationship with the overall goal of preventing child abuse and neglect; with team, track and adapt plans based on results.
2. As primary case manager, ensure coordination and effectiveness of service delivery to families on assigned caseload. (Medi-Cal related case coordination – 6)
3. Prepare and maintain family case records to document contacts, services needed, referrals/follow-up, crisis assistance, behavioral assessments, reports, and progress toward service plan outcomes.
4. Informs clients about community resources, including health and Medi-Cal resources, and assists clients with access to these programs. (4, 6)
5. Screen and assess cognitive, emotional, and behavioral functioning of children and their families; use assessments to develop service plans and inform service strategies.
6. Maintain a close relationship with community resources/agencies by collaborating and becoming informed about services offered to support families served.
7. Provide information and referrals to families and follow-up on outcomes. (Medi-Cal related – 4, 6)
8. Advocate for the needs of families. (Medi-Cal related – 4)
9. Assist with the coordination and facilitation of groups and activities.
10. Represent the agency and program effectively in a professional and collaborative manner that fosters positive working relationships with other agencies and agency representatives.
11. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Families Together. (4)
12. Assists staff in providing information to Families Together clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (4)

Continued on following page

**Family Support Specialist – cont'd.**

13. Assists with the Medi-Cal application process. (8)
14. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
15. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date



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5. Provides and attends in-services and staff development activities.
6. Attends and facilitates staff meetings regarding clients to identify needs, referral resources and protocols for service referrals. (Medi-Cal related outreach, referral - 4)
7. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Families Together. (Medi-Cal related outreach - 4)
8. Assists staff in providing information to clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (4)
9. Coordinates Medi-Cal covered health services for a client. (6)
10. Oversees and may assist with the Medi-Cal application process. (8)
11. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
12. Prepares reports and needs assessments to develop strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (15, 17)
13. Collaborates with others and prepares proposals for expansion and enhancement of health and Medi-Cal services. (15, 17)

Continued on following page

**Manager I/II/III/IV – cont'd.**

14. Assists to administer MAA claiming, including development of claim plans and overseeing time survey process. (19)
15. Attends training related to the performance of MAA. (20)

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### **Family Support Specialist**

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11. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Families Together. (4)

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**Family Support Specialist – cont'd.**

12. Assists staff in providing information to Families Together clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (4)
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**Manager I/II/III/IV – cont'd.**

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15. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

## **Counselor V**

1. Supervision – Supervise mental health component of Families Together, which entails close supervision of home visitors, familiarity with County forms and procedures, administration or overview of Service Plans and Mental Health Assessments, review of Medi-Cal notes, and monitoring of clinical hours to meet ESPDT/Mental Health contract. Establish clear expectations for work and job outcomes. Provide ongoing observation, assessment and feedback to employees in regard to job performance.
2. Clinical Experience - Exhibit appropriate level of experience with or knowledge about domestic violence, substance abuse, mental health, child development, and family systems. Exhibit knowledge of safety issues and risks of harm to children and families. Comfort and flexibility with mandatory reporting requirements.
3. Training - Train and supervise staff in a safe, positive and supportive way to promote their personal and professional growth. Provide regular supervision, constructive feedback and direction, as needed. Develop training series for staff; recruit trainers, and provide trainings.
4. Collaboration – Maintaining effective working relationships and communicate clearly in a respectful and professional manner with staff, outside agencies, and clients. Communicate regularly and positively with team members and contribute to overall goals of program cohesiveness and development. Regular meetings with Program Manager to discuss participants, staff, and protocols. Positive communications with community partners, such as the County and First 5 Santa Cruz.
5. Confidentiality & Ethics - Adhere to all applicable confidentiality and ethical guidelines. Manage program's adherence to HIPAA guidelines. Comply with safe work practices.
6. Agency Participation - Abide by Encompass's policies and procedures and actively participate in agency's Participatory Decision Making (PDM) process, if applicable. Attend all meetings as assigned, including twice-monthly Staff Meetings and monthly County Utilization Review meetings.

Continued on following page

### **Counselor V – cont'd.**

7. Flexibility & Responsiveness - Respond appropriately to supervision feedback in order to improve effectiveness, including ability to integrate corrective criticism and direction from your supervisor. Be open to growth both professionally and personally as it relates to improving your job performance. Participate in training as needed to develop additional skills as identified and directed by your supervisor. Be flexible with job duties and the scheduling of work hours. Constructively manage stressful situations. Be supportive of these standards with other staff.
8. Motivation and Encouragement – Offer praise and approval for good performance. Balance agency output objectives with employee morale. Foster mutual respect, active listening, and consensus-building among team members. Promotes a positive and safe work environment.
9. Accuracy & Time Management - Perform all tasks assigned completely and accurately and within required time frames. Follow appropriate documentation guidelines to ensure compliance with all local, County, State and Federal regulations and contract and funding requirements. Effectively utilize email, word processing programs and other electronic tools in order to work as efficiently as possible. Be supportive of these standards with other staff.
10. Cultural Literacy – Be supportive and contribute to a culturally diverse and sensitive environment. Maintain an open and cooperative approach. Provide an environment of acceptance that supports and respects people of different gender, ethnicities, cultural values, sexual orientation, race, language, religion, age, disability, family composition and socio-economic status. Identify and reflect upon personal values, experiences and biases that may be barriers to working with certain groups of people. Be open to improving cultural competence. Be supportive of these standards with other staff.
11. Initiative & Problem Solving - Initiate appropriate action to monitor program/department activities and implement corrective action before major disruptions occur. Apply good judgment, common sense, logic and/or critical thinking skills to solve problems appropriate to your position. Consistently demonstrate the ability to plan for and implement program/ department improvements needed to ensure consistently smooth operation and effectiveness. Translate knowledge of policies, laws, regulations and trend data into policies and procedures as appropriate.



### **Counselor V – cont'd.**

12. Communication – Communicate clearly and effectively with a wide variety of key stakeholders to foster positive community and staff relationships. Build support among key stakeholders that enhances collaborative activities. Support and/or participate in agency-wide planning and continuous improvement activities. Handle and respond promptly and appropriately to print, email and oral communications from a variety of sources. Communicate agency policy and agency/component missions and goals as appropriate.
13. Leadership - Provide effective leadership to programs, departments or sites to ensure the delivery of quality services within required deadlines. Act as liaison between programs, departments, sites, staff and collaborative partners. Keep team members and supervisor informed and up to date with all relevant issues. Develop, foster, use words and actions that promote teamwork and encourage individual effort and initiative. Provide leadership in utilizing continuous improvement processes in response to changing conditions and needed improvements. Actively promote and maintain a safe and supportive work environment.
14. Clinical Oversight – Ensure sound clinical practices and procedures are followed. Provide clinical guidance and support to staff that enhances their ability to provide supportive services.
15. Quality Assurance: - Establish and monitor quality assurance systems and procedures with regard to the provision of mental health services. Provide oversight for staff documentation to ensure standards are maintained at or above expected quality levels. Cooperate fully and in a timely manner with administrative and County staff regarding documentation clarification, correction, utilization or audits.
16. Provide information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
17. Coordinate Medi-Cal covered health services for a client. (6)
18. Assist individuals and families with aspects of the Medi-Cal application process. (8)

Continued on following page

**Counselor V – cont'd.**

19. Arrange transportation for, and if client has a physical or mental limitation, accompany individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
  
20. Attend training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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## **Counselor V**

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10. Cultural Literacy – Be supportive and contribute to a culturally diverse and sensitive environment. Maintain an open and cooperative approach. Provide an environment of acceptance that supports and respects people of different gender, ethnicities, cultural values, sexual orientation, race, language, religion, age, disability, family composition and socio-economic status. Identify and reflect upon personal values, experiences and biases that may be barriers to working with certain groups of people. Be open to improving cultural competence. Be supportive of these standards with other staff.
11. Initiative & Problem Solving - Initiate appropriate action to monitor program/department activities and implement corrective action before major disruptions occur. Apply good judgment, common sense, logic and/or critical thinking skills to solve problems appropriate to your position. Consistently demonstrate the ability to plan for and implement program/ department improvements needed to ensure consistently smooth operation and effectiveness. Translate knowledge of policies, laws, regulations and trend data into policies and procedures as appropriate.

### **Counselor V – cont'd.**

12. Communication – Communicate clearly and effectively with a wide variety of key stakeholders to foster positive community and staff relationships. Build support among key stakeholders that enhances collaborative activities. Support and/or participate in agency-wide planning and continuous improvement activities. Handle and respond promptly and appropriately to print, email and oral communications from a variety of sources. Communicate agency policy and agency/component missions and goals as appropriate.
13. Leadership - Provide effective leadership to programs, departments or sites to ensure the delivery of quality services within required deadlines. Act as liaison between programs, departments, sites, staff and collaborative partners. Keep team members and supervisor informed and up to date with all relevant issues. Develop, foster, use words and actions that promote teamwork and encourage individual effort and initiative. Provide leadership in utilizing continuous improvement processes in response to changing conditions and needed improvements. Actively promote and maintain a safe and supportive work environment.
14. Clinical Oversight – Ensure sound clinical practices and procedures are followed. Provide clinical guidance and support to staff that enhances their ability to provide supportive services.
15. Quality Assurance: - Establish and monitor quality assurance systems and procedures with regard to the provision of mental health services. Provide oversight for staff documentation to ensure standards are maintained at or above expected quality levels. Cooperate fully and in a timely manner with administrative and County staff regarding documentation clarification, correction, utilization or audits.
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Continued on following page

**Counselor V – cont'd.**

19. Arrange transportation for, and if client has a physical or mental limitation, accompany individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
  
20. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
  
21. Attend training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

### **Counselor III**

1. Exhibit appropriate level of experience with or knowledge about domestic violence, substance abuse, mental health, child development, and family systems. Exhibit knowledge of safety issues and risk of harm to children and families.
2. Conduct assessments of individuals, families, and their systems/environments with the goal of improving interpersonal, emotional, and behavioral outcomes.
3. Utilize critical thinking, self-reflection, and positive rapport to establish treatment plan goals that engage and motivate participants. Positively challenge participants to try new techniques in an effort to accomplish treatment goals.
4. Interventions shall be assessed periodically to ensure objectives, activities, and measured outcomes continue to be effective and pertinent.
5. Provide weekly counseling services in families' homes with the goals of safety, reduced risk of crisis, increased knowledge of child development and parenting, and connections with community resources.
6. As primary counselor, ensure coordination of involved professionals/programs and communicate with involved parties regularly, positively, and under the privacy guidelines of HIPAA.
7. Show initiative for learning by preparing for individual and group supervision with content intended to generate dialogue and promote professional growth. Apply new suggestions, knowledge, and skills to clinical work.
8. Maintain timely, accurate, and confidential records that document services, demonstrate outcomes, and promote accountability. Records shall be submitted in a timely manner and maintained according to federal, state, and local laws.
9. Meet or exceed all productivity objectives and consistently follow through with any job assignments as directed by supervisors.

Continued on following page

**Counselor III – cont’d.**

10. Provide an environment of acceptance that supports and respects people of different gender, ethnicities, cultural values, sexual orientation, race, language, religion, age, disability, family composition, and socioeconomic status. Represent the agency effectively in a professional and collaborative manner that fosters positive working relationships with other agencies and agency representatives.
11. Provide information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
12. Coordinate Medi-Cal covered health services for a client. (6)
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Employee Signature (please sign in blue ink)

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Date



Encompass Families Together

**FY 16-17 Q3**

Delete the Counselor V, Family Support Specialist, Manager I/II/III/IV & Counselor III classifications.

Change the title of Counselor III to Clinician II.

## **Clinician II**

1. Provides counseling/therapy services to children and their families in multiple settings throughout Santa Cruz County, including homes, schools, and at the office.
2. Supports children's functioning using thorough psychosocial assessments and counseling; evaluating home safety; developing parent-child attachment, including positive communication and parenting skills.
3. Provides individual/family therapy, case management, and mental health consultation. (Medi-Cal related case coordination – 6)
4. Offers counseling services based on the family's strengths and needs.
5. Maintains all necessary clinical notes, assessments, and service plans written for EPSDT charts in a timely manner.
6. Provide information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
7. Coordinate Medi-Cal covered health services for a client. (6)
8. Assist individuals and families with aspects of the Medi-Cal application process. (8)
9. Arrange transportation for, and if client has a physical or mental limitation, accompany individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
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### **Manager I/II/III/IV**

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4. Implements personnel policies as established in the Santa Cruz Community Counseling Center Manual including Affirmative Action Plan.
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Continued on following page

**Manager I/II/III/IV – cont'd.**

- 14. Assists to administer MAA claiming, including development of claim plans and overseeing time survey process. (19)
- 15. Attends training related to the performance of MAA. (20)

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Employee Name (printed)