

**FIELD RESPONSE CASE COORDINATOR (CASE MANAGER)**

The City of Montebello, Fire Department is currently seeking a highly skilled and passionate Field Response Case Coordinator to be part of the Montebello Community Assistance Program (MCAP). The MCAP is a local government effort in partnership with community-based organizations and local healthcare providers to provide a supportive-service first response model to people experiencing mental health, substance use, and homelessness related crises. The MCAP is integrated into the 911 system as a support to engage, assess, serve, and house chronically homeless, high acuity adults and families in the City of Montebello. The program is managed by the Deputy Director and staffed with a Firefighter/Paramedic, Social Worker, Field Response Case Coordinator, Peer Outreach Worker, and a Housing Navigator Case Manager.

**DEFINITION:**

Under direction of the Deputy Director, the Field Response Case Coordinator will be responsible for building and managing partnerships with community based organizations and healthcare providers in order to provide program participants housing information, healthcare linkages, follow-ups, and ensures most identified needs are addressed for house ready for program participants; and performs related duties as assigned.

**QUALIFICATIONS:**

**Knowledge of:**

- Community based organization and/or health care relationship building.
- Services provided by community based organizations and/or health care providers for people experiencing mental health, substance use, and homelessness related crises.
- Knowledge and experience using a HMIS system, such as Clarity Human Services, for streamlining case management, outreach and engagement, and coordinated entry system activities.
- Modern office practices, procedures, methods and equipment, including computers and computer applications.

**Ability to:**

- Develop positive relationships with community based organizations and healthcare providers.

## **QUALIFICATIONS (cont.):**

- Establish and maintain positive working relationships with City staff and the public.
- Communicate effectively both orally and in writing.

### **Education and Experience**

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance such as:

#### **EDUCATION:**

A master's degree from an accredited college or university with major course work in social work, human behavior, public administration, or a related field AND one (1) year of work experience with duties of building relationships with community based organizations and/or healthcare providers.

**OR**

A bachelor's degree from an accredited college or university with major course work in social work, human behavior, public administration, or a related field AND three (3) years of work experience with duties of building relationships with community based organizations and/or healthcare providers.

### **Required Licenses and Certificates**

Possession of a valid and appropriate California driver's license at the time of appointment, and satisfactory driving record; valid CPR and First Aid certificates are desirable.