

### **Continuing Care Case Manager**

1. Assist Day program Coordinator in planning, organizing, and coordinating activities for Day Program participant and instructors including curriculum development and delivery.
2. Assist with Day Program interview and intake process as well as completion/dismissal process.
3. Utilize assessments to determine participant's needs and risks.
4. Develop individualized case/treatment plans for Day Program clients based on need/risk.
5. Refer clients to appropriate treatment services. (Medi-Cal related outreach - 4)
6. Work collaboratively with Treatment Team. (Medi-Cal related case coordination - 6)
7. Provide client assistance including but not limited to assistance in the completion of paperwork, and referrals to community resources. (Medi-Cal related outreach - 4)
8. Maintain regular communication with Day Program Coordinator.
9. Collect and maintain data and statistics related to Day and Aftercare Program and prepare associated reports.
10. Perform outreach activities related to Program as needed.
11. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
12. Coordinates Medi-Cal covered health services for a client. (6)
13. Assists individuals and families with aspects of 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)

**Continuing Care Case Manager - cont'd.**

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

### **Gemma Day Program Coordinator**

1. Coordinate and supervise instructors to ensure a well-rounded Day Program curriculum.
2. Maintain the Day Program schedule.
3. Serve as liaison with Sheriff's Department, Probation Department, Santa Cruz Adult Education, and others as appropriate.
4. Screen Day Program applicants for eligibility.
5. Coordinate transportation of participants to and from the Day Program site.
6. Refer and connect participants to applicable community and county resources. (Medi-Cal related outreach – 4)
7. Maintain facility and equipment.
8. Assist in evaluating participants' progress in the Day Program.
9. Evaluate instructors' performance.
10. Maintain records; prepare and submit reports as needed.
11. Design and facilitate graduation ceremonies twice a year.
12. Create and distribute completion certificates and letters of recommendation.
13. Provide encouragement, support, and assistance to participants.
14. Appreciate volunteers with at least one annual event and an acknowledgement of their contributions to Gemma.
15. Perform administrative and clerical duties necessary to the position.
16. Report any concerns to the Program Director.
17. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)

Continued on following page

**Gemma Day Program Coordinator – cont'd.**

18. Coordinates Medi-Cal covered health services for a client. (6)
19. Assists individuals and families with aspects of the Medi-Cal application process. (8)
20. 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)
21. Attends training related to the performance of MAA. (20)

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### **Program Administrative Assistant**

1. Greets visitors, handles telephones and acts as primary contact for public and clients.
2. Provides general program information and referral for those seeking services. (Medi-Cal related outreach – 4)
3. Receives and distributes incoming mail.
4. Receives, records, and processes donations and client payments.
5. Receives and processes check requests in a timely manner.
6. Receives and processes program applications and coordinates responses with Director and Coordinators.
7. Provides office training and orientation for interns, volunteers, and new staff.
8. Manages scheduling and registration of staff training.
9. Assures that building safety and security procedures are followed including locking/unlocking of door and managing distribution of keys.
10. Attends and assists in coordination of outreach (Medi-Cal related outreach – 4), fundraising, graduation, & other events.
11. Prepares timely thank you notes to donors and others as indicated.
12. Provides analytical and specialized administrative support to Program Director & Program Coordinators.
13. Provides printing and photocopying assistance for Program Director & Program Coordinators.
14. Assists in collection and management of statistics, data and report preparation.
15. Manages grant deadlines and coordinates with Director and Coordinators regarding grant reporting activities.
16. Assists with coordination of hiring processes.

Continued on following page

**Program Administrative Assistant – cont'd.**

17. Responds to volunteer inquires and refers appropriately.
18. Performs varied computer functions including database formation and production graphics.
19. Responsible for ordering and maintaining office supplies and equipment (office equipment care, secures bids for purchase of such), publications/forms, and postage at appropriate times on own.
20. Provides information technology support and/or coordinates with tech support services.
21. Takes and distribute Staff Meeting minutes.
22. Maintains mailing, contacts, and donor lists.
23. Updates and manages program website.
24. Updates outreach materials.
25. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
26. Coordinates Medi-Cal covered health services for a client. (6)
27. Assists individuals and families with aspects of the Medi-Cal application process. (8)
28. 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)
29. Preparing 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)
30. Attends training related to the performance of MAA. (20)

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Date

## **Program Director**

### **1. Program Services**

- A. Implement program services - including on and off site services.
- B. Coordinate program activities following contractual requirements and to ensure compliance.
- C. Maintain program activity statistics and prepare reports.
- D. Train and supervise staff.
- E. Monitor the needs of program participants and community partners; re-evaluate and determine service needs.

### **2. Fiscal Operations**

- A. Prepare budgets and maintain fiscal records.
- B. Evaluate financial reports: recommend budget modifications as needed.
- C. Prepare check requests; verify and sign staff time sheets; ensure timely submittal for processing.
- D. Identify and secure new sources of funding through such actions as grant writing & fundraising.

### **3. Reporting**

- A. Ensure and provide accurate documentation of program activities and program evaluation.
- B. Prepare monthly/quarterly/annual reports to funding sources and grant request information.
- C. Prepare materials for annual report and audit.
- D. Maintain records and files.

### **4. Outreach, Public Relations, Advocacy, Education**

- A. Establish and maintain outreach contacts with related agencies, groups, businesses and individuals.
- B. Represent the Program to agency staff and directors, outside agencies including county and community partners, the media, and general public: attend meetings and workshops.

### **5. General Program Administration**

- A. Oversee and/or maintain facility in a neat and orderly state.
- B. Monitor and/or manage utilities/telephone/office equipment/services and supplies.
- C. Maintain and operate computer software/hardware.
- D. Manage general program duties including staff supervision and evaluation.
- E. Oversee web site.

Continued on following page

### **Program Director – cont'd.**

6. Medi-Cal Administrative Activities
  - A. Oversees and conducts outreach, information and referral activities, including health and Medi-Cal outreach. (4)
  - B. Oversees and coordinates Medi-Cal covered health services for a client. (6)
  - C. Oversees and assists individuals and families with aspects of the Medi-Cal application process. (8)
  - D. Preparing 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)
  - E. Assists to implement and oversee Medi-Cal Administrative Activities claiming process. (19)
  - F. Attends training related to the performance of MAA. (20)

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Date

### **RISE Day Program Coordinator**

1. Work in close collaboration with Santa Cruz Sheriff's Office staff to maintain safety, structure and integrity of program.
2. Interview and assess and accept participants.
3. Create, update, coordinate, and maintain the Program curriculum and schedule.
4. Recruit and train skilled volunteer Program instructors.
5. Facilitate aspects of curriculum and supervise and guide volunteer instructors throughout courses.
6. Evaluate participant progress and provide feedback to participants as needed.
7. Provide encouragement, support, and assistance to participants.
8. Respond to and document program and participant issues in a clear and timely manner.
9. Evaluate instructor performance and make programmatic changes when necessary.
10. Maintain accurate and timely records and prepare and submit reports as needed.
11. Plan and facilitate graduation ceremonies.
12. Perform administrative and clerical duties necessary to the position.
13. Maintain facility, equipment, and materials.
14. Regularly staff meetings.
15. Communicate regularly with Program Director and report any concerns.
16. Communicate regularly with Sheriff's Office staff and report any concerns.
17. Regularly collaborate/communicate with Gemma Day Program Coordinator.

Continued on following page

**RISE Day Program Coordinator – cont'd.**

18. Manage Program Budget in coordination with Program Director.
19. Assist Program Director with Program related fund development activities.
20. Perform outreach activities related to Program as needed.
21. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
22. Coordinates Medi-Cal covered health services for a client. (6)
23. Assists individuals and families with aspects of the Medi-Cal application process. (8)
24. 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)
25. Attends training related to the performance of MAA. (20)

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Date

### **Transitional House Manager**

1. Communicate regularly with Program Coordinators, Gemma staff members, and therapists as member of a multi-disciplinary treatment team. (Medi-Cal related case coordination – 6)
2. Build rapport and trust with Gemma residents through individual and group interactions.
3. Model and reinforce foundational behaviors of program.
4. Model and reinforce healthy and consistent boundaries.
5. Provide encouragement and enforcement of rules.
6. Initiate and/or carry out administrative duties, tracking tasks, and repair needs of the house.
7. Document and report any inappropriate, odd or unsafe behavior in Daily Report.
8. Safeguard and dispense prescription medications to residents as necessary.
9. Determine and monitor eligibility and approval of resident passes and privileges.
10. Be available and prepared to handle questions and problems as they arise.
11. Be knowledgeable about program rules, procedures, phases and guidelines and be able to explain to residents.
12. Transport residents to appointments and meetings as appropriate. (Medi-Cal related transportation – 10)
13. Assist residents in the completion of required paperwork.
14. Provide referrals and outreach to community and county agencies. (Medi-Cal related outreach – 4)
15. Respond to email and voicemail regularly throughout shifts.
16. Attend weekly Staff Meeting.

Continued on following page

**Transitional House Manager – cont'd.**

17. Complete written Daily Reports at the end of each evening.
18. Be prepared for and participate in shift overlap for exchange of information.
19. Meet weekly with assigned resident(s) for Primary Meeting.
20. Complete daily shift tasks thoroughly and accurately.
21. Maintain residence and document house items that become broken/damaged and contact appropriate person for repair.
22. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
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Date

### **Transitional House Program Coordinator**

1. Perform all House Manager duties while on shift (See: Gemma Transitional House Manager Job Description).
2. Coordinate all Gemma Transitional Housing program activities and services.
3. Assure the safety, security and structure of the Gemma Program.
4. Train and provide guidance, support, supervision and evaluation of Gemma House staff.
5. Assess clients from a bio-psycho-social perspective through weekly Case Coordination meetings.
6. Co-create comprehensive treatment plan with client to address their goals for reentry.
7. Direct staff in implementation of client treatment plan goals.
8. Follow-up with Staff on progress toward meeting client goals.
9. Provide referrals and outreach to the community to connect residents with benefits and programs that will assist in the completion of their personal and program goals. (Medi-Cal related outreach – 4)
10. Assign/delegate tasks to House Manager as needed.
11. Track completion of tasks assigned to House Managers.
12. Communicate regularly with Program Director.
13. Lead House related discussion at weekly Staff Meeting.
14. Manage the House workshop schedule and coordinate with workshop providers.
15. Provide periodic review of all house logs/inventory for completion and accuracy.
16. Track and ensure completion of all house maintenance activities.

Continued on following page

### **Transitional House Program Coordinator – cont'd.**

17. Update and maintain house policy and procedures in conjunction with Program Director.
18. Review and audit adherence to and accuracy of Gemma House policy and procedures
19. Coordinate with Program/Administrative Assistant to maintain office supply inventory at House.
20. Coordinate with Program/Administrative Assistant to maintain program paperwork inventory at House.
21. Schedule the repair and maintenance of all Gemma House equipment.
22. Manage ordering, stocking and purchasing of all program supplies.
23. Prepare check requests for House related purchases.
24. Coordinate and maintain Gemma House budget in conjunction with Program Director.
25. Coordinate House Manager Schedules including coverage.
26. Screen and authorize house guest and visitors.
27. Complete all Resident Exit forms and provide timely and accurate communication to justice related partners.
28. Interface with justice partners and represent program in a professional manner.
29. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
30. Coordinates Medi-Cal covered health services for a client. (6)
31. Assists individuals and families with aspects of the Medi-Cal application process. (8)

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**Transitional House Program Coordinator – cont'd.**

32. 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)
  
33. Attends training related to the performance of MAA. (20)

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### **Continuing Care Case Manager**

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2. Assist with Day Program interview and intake process as well as completion/dismissal process.
3. Utilize assessments to determine participant's needs and risks.
4. Develop individualized case/treatment plans for Day Program clients based on need/risk.
5. Refer clients to appropriate treatment services. (Medi-Cal related outreach - 4)
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**Continuing Care Case Manager - cont'd.**

15. Works with community and government agencies to identify and fill gaps in health and Medi-Cal services by collaborating and planning for clients and families in need of such services. (15, 17)
  
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### **Gemma Day Program Coordinator**

1. Coordinate and supervise instructors to ensure a well-rounded Day Program curriculum.
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8. Assist in evaluating participants' progress in the Day Program.
9. Evaluate instructors' performance.
10. Maintain records; prepare and submit reports as needed.
11. Design and facilitate graduation ceremonies twice a year.
12. Create and distribute completion certificates and letters of recommendation.
13. Provide encouragement, support, and assistance to participants.
14. Appreciate volunteers with at least one annual event and an acknowledgement of their contributions to Gemma.
15. Perform administrative and clerical duties necessary to the position.
16. Report any concerns to the Program Director.
17. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)

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8. Respond to and document program and participant issues in a clear and timely manner.
9. Evaluate instructor performance and make programmatic changes when necessary.
10. Maintain accurate and timely records and prepare and submit reports as needed.
11. Plan and facilitate graduation ceremonies.
12. Perform administrative and clerical duties necessary to the position.
13. Maintain facility, equipment, and materials.
14. Regularly staff meetings.
15. Communicate regularly with Program Director and report any concerns.
16. Communicate regularly with Sheriff's Office staff and report any concerns.
17. Regularly collaborate/communicate with Gemma Day Program Coordinator.

Continued on following page

**RISE Day Program Coordinator – cont'd.**

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