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**Job Title:** Mental Health Case Manager I/Wellness Coach I  
**Program/Dept.:** Welfare to Work  
**Classification:** Temporary, Full-Time/Non-Exempt  
**Salary:** \$19.81/Hourly  
**Reports to:** Case Manager Supervisor/Licensed Clinician, Supervisor/Clinical Services Director  
**Location:** 4879 E. Kings Canyon Road, Fresno, CA 93727  
**Date:** January 5, 2023

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**1. AGENCY:**

The Fresno Center (TFC) is a non-profit organization that was established in the past 29+ 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, Welfare-to-Work Employment Mental Health Services, Holistic Cultural and Educational Wellness Center, and Neighborhood Resource Center, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Encourage, 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.

**2. SUMMARY/OBJECTIVE:**

The Mental Health Case Manager I will provide mental health (MH) treatment to remove barriers to employment for families who are recipients of the California Work Opportunity and Responsibility to Kids (CalWORKs) Welfare-to-Work (WTW) benefits with mild to moderate mental health symptoms. This service ensures that families can receive ongoing, non-employment related mental health (MH) treatment, non-employment MH services, and/or case management services to ensure the client is linked to appropriate services. In turn, families and individuals will receive a meaningful transition from employment-related MH services to non-employment MH services, and/or resulting in clients engaging in their educational goals, employment opportunities, or other approved Welfare-to-Work activities; thus, resulting in clients’ transitioning from welfare to work.

**3. ESSENTIAL FUNCTIONS**

- 3.1. Maintains a caseload.
- 3.2. The Mental Health Case Manager I will usually work with clients who needs a lower level of care.
- 3.3. Under direction of supervisor, monitors, informs, supports, assists and empower consumers and/or family members/caregivers who directly or indirectly receive behavioral health services.
- 3.4. Provides linkage, advocacy, outreach, and information services to clients.
- 3.5. Collaborate with internal and external professional to ensure optimal care for clients.
- 3.6. Assist with group/individual rehabilitation services.
- 3.7. Provides limited transportation to clients to appropriate supportive services.
- 3.8. Willingness to drive to rural cities to work with clients.
- 3.9. Completes and finalize progress notes with 5 business days,
- 3.10. Attends mandatory meetings/trainings, supervision, and regularly scheduled department/agency meetings.
- 3.11. Understanding of and ability to provide culturally appropriate and sensitive services.
- 3.12. Responds to e-mails in a timely manner.
- 3.13. Readily available to see clients in rural areas.
- 3.14. Other relevant job duties.

**4. MINIMUM QUALIFICATIONS:**

- 4.1. Possession of a valid Class “C” Driver License required.
- 4.2. Must have reliable vehicle transportation to conduct job duties.
- 4.3. Clean DMV record and valid vehicle insurance.
- 4.4. Must pass background check/Live Scan and Drug Test.
- 4.5. Commitment to the mission and values of the agency.
- 4.6. Committed to community building and development.



**5. COMPETENCY:**

**5.1. Knowledge and experience of:**

- 5.1.1. Mental health case management, mental health rehabilitation (e.g., teaching functional skills, daily living skills, social skills, personal hygiene skills, teaching, coaching, practicing, role playing, planning, organizing, and supportive services;
- 5.1.2. Local resources including but not limited to housing, other mental health clinics, psychiatric services, food resources, etc.;
- 5.1.3. Maintaining client records according to HIPAA and adheres to all client confidentiality requirements and standards;
- 5.1.4. Communicates effectively both orally and written forms to supervisees and co-workers;
- 5.1.5. Other knowledge that will be relevant to the position.

**5.2. Technical Skills:**

- 5.2.1. Typing speed of 45 words per minute.
- 5.2.2. Knowledge of operating Microsoft software (e.g., Outlook e-mail and calendars, Word, Excel, PowerPoint, Teams, etc.).

**6. SUPERVISORY RESPONSIBILITIES:**

This position has no direct reports or level of supervisory.

**7. PERSONAL QUALITIES:**

- 7.1. Accountable
- 7.2. Diligent and organized
- 7.3. Ethical and loyal
- 7.4. Punctual
- 7.5. Flexible
- 7.6. Problem-solver
- 7.7. Creative
- 7.8. Honest

**8. WORK ENVIRONMENT:**

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

**9. TYPICAL WORKING CONDITIONS:**

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

**10. TYPICAL PHYSICAL DEMANDS:**

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

**11. POSITION TYPE AND EXPECTED HOURS OF WORK:**

This is a full-time position with typical work hours from 8:00 am to 5:00 pm, Monday to Friday and overtime as needed.

**12. TRAVEL:**

This position will have minimal travel as needed.

**13. REQUIRED EDUCATION AND EXPERIENCE:**

**13.1. Education:**

- 13.1.1. Bachelor of Arts or Science. Preferred someone with education in social work, psychology, child development and other similar academic areas.

**13.2. Experience:**

- 13.2.1. Has a Bachelor's Degree in a relevant field and have experience delivering services as a mental health case manager such as providing rehabilitation services (see above) in an individual or group setting and linking clients to supportive



services (e.g., primary care physician, inpatient units, Marjaree Mason Center, food banks, psychiatrists, mental health clinics, etc.).

**14. PREFERRED EDUCATION AND EXPERIENCE:**

None

**15. ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

None.

**16. BENEFITS:**

- 16.1. Medical, vision, and dental coverage.
- 16.2. Life insurance coverage at annual salary.
- 16.3. Sick leave, per personnel policy (7 days per year).
- 16.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 16.5. Vacation, per personnel policy (12 days per year).
- 16.6. Holidays per personnel policy (currently 12 paid holidays per year)

**CLOSING DATE: February 21, 2023 @ 5 PM. Position is contingent upon funding.**

To apply please submit a cover letter, attention to Kellie Charfauros, resume, and three references, with in the subject line Mental Health Case Manager I/Wellness Coach I, and email to [kellie.charfauros@fresnocenter.org](mailto:kellie.charfauros@fresnocenter.org). The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.