

Manager III

1. Develops budgets and contracts; acts as a liaison for financial monitoring with the Executive Director.
2. 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.
3. Implements personnel policies as established in the Santa Cruz Community Counseling Center Manual including Affirmative Action Plan.
4. Provides and attends in-services and staff development activities.
5. Attends and facilitates 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 Youth Services. (A, B)
7. Assists staff in providing information to Youth Services clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (A, B)
8. Oversees and may assist with the Medi-Cal/Healthy Families application process. (C)
9. Arranges transportation of clients, including Medi-Cal enrolled, to health services to meet their identified needs. (D)
10. Works with community agencies to fill gaps in services by planning and providing for health services to families in need of such services. (F)
11. Collaborates with other providers and health agencies to enhance health services, referral processes and protocols and to fill identified health needs. Assesses health system capacity to provide appropriate health services. (F)

Manager I

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

Counselor IV

1. Oversees the delivery of services in assigned program and coordinates documentation and billing services.
2. Supervises all assigned clinical and clerical 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 services to meet their needs. (A, B)
10. Assists with the Medi-Cal/Healthy Families application process. (C)
11. Arranges transportation of clients, including Medi-Cal enrolled, to health services to meet their identified needs. (D)
12. Works with community agencies to fill gaps in services by planning and providing health services to families in need of such services. (F)
13. Collaborates with other providers and health agencies to enhance health services, referral processes and protocols and to fill identified health needs. (F)
14. Assesses health system capacity to provide appropriate health services. (F)

Counselor I

1. Provides outreach and intervention services for at-risk, homeless youth.
2. Recruits clients by initiating intervention and referral as appropriate to the client's situation.
3. Completes client intakes and family assessments.
4. Provides individual, family and group counseling and crisis intervention.
5. 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 services to meet their needs. (A, B)
10. Assists with the Medi-Cal/Healthy Families application process. (C)
11. Arranges transportation of clients, including Medi-Cal enrolled, to health services to meet their identified needs. (D)

Program Assistant I

1. Answers multi-line phone system in English and Spanish, greets clients and the general public to ascertain needs and provide information and referral.
2. Produces memos, correspondence, reports, agency documents, contracts, statistical reports, files charts and completes data entry.
3. Assists with maintenance of office equipment and supplies.
4. Conducts intake registrations in Spanish and translates documents into Spanish as required.
5. Completes duties for the Y.E. S. School Program including maintaining student lists, school schedules, overseeing student attendance and communicating with parents as needed.
6. Attends staff meetings regarding clients (including Medi-Cal enrolled) to identify needs, referral resources and protocols for service referrals. (A, B)
7. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Youth Services. (A, B)
8. Assists staff in providing information to Youth Services clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (A, B)
9. Assists with the Medi-Cal/Healthy Families application process. (C)
10. Arranges transportation of clients, including Medi-Cal enrolled, to health services to meet their identified needs. (D)

Program Assistant II

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

Program Assistant III

1. Oversees clerical, administrative and fiscal duties pertaining to Youth Services operations; coordinates the activities of office volunteers and delegates clerical, administrative and fiscal tasks to Program Assistants and Receptionists.
2. Oversees facilities and equipment maintenance.
3. Coordinates and recruits volunteers and community service people.
4. Updates counselor procedure manuals and acts as a liaison with counselors, site coordinators and Executive Support.
5. Conducts intake registrations in Spanish and translates documents into Spanish as required.
6. Attends staff meetings regarding clients (including Medi-Cal enrolled) to identify needs, referral resources and protocols for service referrals. (A, B)
7. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Youth Services. (A, B)
8. Assists staff in providing information to Youth Services clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (A, B)
9. Assists with the Medi-Cal/Healthy Families application process. (C)
10. Arranges transportation of clients, including Medi-Cal enrolled, to health services to meet their identified needs. (D)

Program Assistant I/II/III

9. Provides contract administration for Health Services Agency- Mental Health, Drug/Medi-Cal and HHS, and City contracts, tracking Medi-Cal eligibility and renewals, and acting as a liaison with County Health Service Agency Drug and Alcohol Program staff, program coordinators and counseling staff.
10. Provides support for front desk and completes clerical duties as needed. Makes referrals as necessary. (health provider related – B)
11. Conducts intake registrations in Spanish and translates documents into Spanish as required.
12. Attends staff meetings regarding clients (including Medi-Cal enrolled) to identify needs, referral resources and protocols for service referrals. (A, B)
13. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Youth Services. (A, B)
14. Assists staff in providing information to Youth Services clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (A, B)
15. Assists with the Medi-Cal/Healthy Families application process, including explain forms, assisting to complete paperwork, and gathering required documents. (C)
16. 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; acts as a liaison for financial monitoring with other Managers or the Executive Director.
2. 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. (MAA related planning – F)
3. Implements personnel policies as established in the Santa Cruz Community Counseling Center Manual including Affirmative Action Plan.
4. Provides and attends in-services and staff development activities.
5. Attends and facilitates 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 Youth Services. (A, B)
7. Assists staff in providing information to Youth Services clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (A, B)
8. Oversees and may assist with the Medi-Cal/Healthy Families application process. (C)
9. Arranges transportation of clients, including Medi-Cal enrolled, to health services to meet their identified needs. (D)
10. Works with County and community agencies to identify gaps in services and plan for new and enhanced health services for families in need of such services. (F)
11. Collaborates with other providers and health agencies to enhance health services, referral processes and protocols and to fill identified health needs. Assesses health system capacity to provide appropriate health services. (F)
12. Assists to administer MAA claiming functions for the agency. (G)

Counselor I/II/III/IV

1. Oversees the delivery of Community Recovery services and coordinates documentation and billing services. (III, IV level)
2. Supervises all assigned staff. (III, IV level)
3. As lead counselor, completes client intakes, assessments and substance abuse treatment plans. (II, III, IV level)
4. Provides outreach and intervention services for at-risk clients.
5. Recruits clients by initiating intervention and referral as appropriate to the client's situation. (Medi-Cal related referral – A, B)
6. Provides individual, family and group counseling and crisis intervention.
7. Acts as a liaison with the courts, jails, lawyers, probation officers, local educational systems, hospitals, clinics and social service agencies.
8. Maintains a client caseload and provides on-going case management follow-up/after care for program clients.
9. Provides and attends in-services and staff development activities.
10. Completes client intakes and family assessments.
11. 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. (Medi-Cal related referral activities - A, B)
12. Conducts case consultation with collaborative service agencies, including discussion of health care and Medi-Cal related referral options for clients. (Medi-Cal related referral activities - A, B)
13. 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)
14. Identifies need for medical services and refers clients (including Medi-Cal enrolled) to health and Medi-Cal services to meet their needs. (A, B)

Continued on following page

Counselor I/II/III/IV – cont'd.

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

Program Assistant I/II/III

1. Oversees or performs clerical, administrative and fiscal duties pertaining to Youth Services Program operations.
2. Coordinates the activities of office volunteers.
3. Delegates clerical, administrative and fiscal tasks to Program Assistants and Receptionists. (III level)
4. Oversees facilities and equipment maintenance.
5. Coordinates and recruits volunteers and community service people.
6. Updates counselor procedure manuals and acts as a liaison with counselors, site coordinators and Executive Support.
7. May conduct intake registrations in Spanish and translates documents into Spanish as required.
8. Attends staff meetings regarding clients (including Medi-Cal enrolled) to identify needs, referral resources and protocols for service referrals. (Medi-Cal related referral, access assistance - A, B)
9. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Youth Services. (Medi-Cal related outreach - A, B)
10. Assists staff in providing information to Youth Services clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (A, B)
11. Assists with the Medi-Cal/Healthy Families application process. (C)
12. Arranges transportation of clients, including Medi-Cal enrolled, to Medi-Cal covered services to meet their identified needs. (D)

Counselor I/II/III/IV

1. Oversees the delivery of Community Recovery services and coordinates documentation and billing services. (III, IV level)
2. Supervises all assigned staff. (III, IV level)
3. As lead counselor, completes client intakes, assessments and substance abuse treatment plans. (II, III, IV level)
4. Provides outreach and intervention services for at-risk clients.
5. Recruits clients by initiating intervention and referral as appropriate to the client's situation. (Medi-Cal related referral – 4)
6. Provides individual, family and group counseling and crisis intervention.
7. Acts as a liaison with the courts, jails, lawyers, probation officers, local educational systems, hospitals, clinics and social service agencies. (Medi-Cal related case coordination – 6)
8. Maintains a client caseload and provides on-going case management follow-up/after care for program clients (Medi-Cal related case coordination – 6).
9. Provides and attends in-services and staff development activities.
10. Completes client intakes and family assessments.
11. Attends multi-disciplinary team meetings regarding clients to identify needs, discuss cases, clinical issues, referral resources and protocols for service referrals. (Medi-Cal related referral activities - 6)
12. Conducts case consultation with collaborative service agencies, including discussion of health care and Medi-Cal related referral options for clients. (Medi-Cal related case coordination - 6)
13. 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. (4)

Counselor I/II/III/IV – cont’d.

14. Identifies need for medical services and refers clients to health and Medi-Cal services to meet their needs. (4, 6)
15. Assists with the Medi-Cal application process. (8)
16. 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)
17. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Manager I/II/III/IV

1. Develops budgets and contracts; acts as a liaison for financial monitoring with other Managers or the Executive Director.
2. 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. (Med-Cal related planning – 15, 17)
3. Implements personnel policies as established in the Santa Cruz Community Counseling Center Manual including Affirmative Action Plan.
4. Provides and attends in-services and staff development activities.
5. Attends and facilitates staff meetings regarding clients (including Medi-Cal enrolled) to identify needs, referral resources and protocols for service referrals. (Medi-Cal related referrals and case coordination – 4, 6)
6. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Youth Services. (4)
7. Assists staff in providing information to Youth Services clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (4, 6)
8. Coordinates Medi-Cal covered health services for a client. (6)
9. Oversees and may assist with the Medi-Cal application process. (8)
10. 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)
11. Works with County and community agencies to identify gaps in services and plan for new and enhanced health services for families in need of such services. (15, 17)

Continued on following page

Manager I/II/III/IV – cont'd.

12. Collaborates with other providers and health agencies to enhance health services, referral processes and protocols and to fill identified health needs. Assesses health system capacity to provide appropriate health services. (15, 17)
13. Assists to administer MAA claiming functions for the agency. (19)
14. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Program Assistant I/II/III

1. Oversees or performs clerical, administrative and fiscal duties pertaining to Youth Services Program operations.
2. Coordinates the activities of office volunteers.
3. Delegates clerical, administrative and fiscal tasks to Program Assistants and Receptionists. (III level)
4. Oversees facilities and equipment maintenance.
5. Coordinates and recruits volunteers and community service people.
6. Updates counselor procedure manuals and acts as a liaison with counselors, site coordinators and Executive Support.
7. May conduct intake registrations in Spanish and translates documents into Spanish as required.
8. Attends staff meetings regarding clients to identify needs, referral resources and protocols for service referrals. (Medi-Cal related referral, access assistance - 4)
9. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Youth Services. (Medi-Cal related outreach - 4)
10. Assists staff in providing information to Youth Services clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (4, 6)
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)

Continued on following page

Program Assistant I/II/III – cont'd.

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)

Employee Signature (please sign in blue ink)

Date

Counselor I/II/III/IV

1. Oversees the delivery of Community Recovery services and coordinates documentation and billing services. (III, IV level)
2. Supervises all assigned staff. (III, IV level)
3. As lead counselor, completes client intakes, assessments and substance abuse treatment plans. (II, III, IV level)
4. Provides outreach and intervention services for at-risk clients.
5. Recruits clients by initiating intervention and referral as appropriate to the client's situation. (Medi-Cal related referral – 4)
6. Provides individual, family and group counseling and crisis intervention.
7. Acts as a liaison with the courts, jails, lawyers, probation officers, local educational systems, hospitals, clinics and social service agencies. (Medi-Cal related case coordination – 6)
8. Maintains a client caseload and provides on-going case management follow-up/after care for program clients (Medi-Cal related case coordination – 6).
9. Provides and attends in-services and staff development activities.
10. Completes client intakes and family assessments.
11. Attends multi-disciplinary team meetings regarding clients to identify needs, discuss cases, clinical issues, referral resources and protocols for service referrals. (Medi-Cal related referral activities - 6)
12. Conducts case consultation with collaborative service agencies, including discussion of health care and Medi-Cal related referral options for clients. (Medi-Cal related case coordination - 6)
13. 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. (4)

Continued on following page

Counselor I/II/III/IV – cont’d.

14. Identifies need for medical services and refers clients to health and Medi-Cal services to meet their needs. (4, 6)
15. Assists with the Medi-Cal application process. (8)
16. 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)
17. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Manager I/II/III/IV

1. Develops budgets and contracts; acts as a liaison for financial monitoring with other Managers or the Executive Director.
2. 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. (Med-Cal related planning – 15, 17)
3. Implements personnel policies as established in the Santa Cruz Community Counseling Center Manual including Affirmative Action Plan.
4. Provides and attends in-services and staff development activities.
5. Attends and facilitates staff meetings regarding clients to identify needs, referral resources and protocols for service referrals. (Medi-Cal related referrals and case coordination – 4, 6)
6. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Youth Services. (4)
7. Assists staff in providing information to Youth Services clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (4, 6)
8. Coordinates Medi-Cal covered health services for a client. (6)
9. Oversees and may assist with the Medi-Cal application process. (8)
10. 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)
11. Works with County and community agencies to identify gaps in services and plan for new and enhanced health services for families in need of such services. (15, 17)

Continued on following page

Manager I/II/III/IV – cont'd.

12. Collaborates with other providers and health agencies to enhance health services, referral processes and protocols and to fill identified health needs. Assesses health system capacity to provide appropriate health services. (15, 17)
13. Assists to administer MAA claiming functions for the agency. (19)
14. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Program Assistant I/II/III

1. Oversees or performs clerical, administrative and fiscal duties pertaining to Youth Services Program operations.
2. Coordinates the activities of office volunteers.
3. Delegates clerical, administrative and fiscal tasks to Program Assistants and Receptionists. (III level)
4. Oversees facilities and equipment maintenance.
5. Coordinates and recruits volunteers and community service people.
6. Updates counselor procedure manuals and acts as a liaison with counselors, site coordinators and Executive Support.
7. May conduct intake registrations in Spanish and translates documents into Spanish as required.
8. Attends staff meetings regarding clients to identify needs, referral resources and protocols for service referrals. (Medi-Cal related referral, access assistance - 4)
9. Provides outreach and assistance to the community and service providers regarding Medi-Cal and other services offered by Youth Services. (Medi-Cal related outreach - 4)
10. Assists staff in providing information to Youth Services clients about Medi-Cal services and eligibility and directing clients to Medi-Cal Eligibility Workers for eligibility determination. (4, 6)
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)

Continued on following page

Program Assistant I/II/III – cont'd.

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)

Employee Signature (please sign in blue ink)

Date