Venice Family Clinic: Behavioral Health Case Manager

Role Description:

The ISC Volunteer will act as a case manager within Venice Family Clinic’s Behavioral Health Department. The case manager will primarily serve the homeless population of Venice and Santa Monica. Work will include helping clients find ways to meet basic needs, completing housing and disability applications, as well as connecting clients with more intensive homeless services in the area.

This position has not previously existed at Venice Family Clinic. VFC staff members have traditionally referred patients to community social service agencies, but the follow through on referrals is often poor because of the distrust and comfort level of the patients. The clinic is hoping that in this role, the ISC Volunteer will forge meaningful relationships with patients, gain their trust, and use motivational interviewing skills to better meet their needs.

The position will generally take place Monday-Friday during normal business hours, with occasional nights and weekends.

Skills:

- Bilingual Spanish (preferred)
- Excellent communication and interpersonal skills (required)
- Familiarity with database software (preferred)
- Ability to work independently as a well as part of a team (required)
- Ability to balance and prioritize multiple projects (required)
- Experience in a fast-paced work environment (preferred)
- Highly skilled in Microsoft Word, Excel, Publisher, Outlook, and PowerPoint (required)
- An interest in behavioral health (preferred)