



ENHANCED COMPLEX CASE COORDINATOR

Requisition #CS-ECC011923-1

Closing Date: Open Until Filled

Classification: Exempt

Internal Applicants (Promotional)**

Salary Range:
\$24.35 – \$39.81/hourly
Depending on Experience

DEFINITION:

This role is responsible for providing intensive case management to individuals and families who have complex needs such as Crisis Response Services and Therapeutic Services for extreme behavior/mental health challenges. You would also be involved with assisting in addressing chronic unstable housing and homelessness, complex medical needs, forensic involvement, dysfunctional or dangerous “natural” support that presents a risk, etc.

NATURE OF WORK:

In addition, position will require travel to developmental centers, participation in planning meetings for individuals in psychiatric/behavioral settings, and attendance at court hearings. The expectation is that stabilization will be achieved within 12 to 24 months and rotated off the specialized caseload to regular case management. A time extension will be based on a new and complete assessment of needs. The Enhanced Service Coordinator will serve as an advocate for individuals and families and provide education, information and potentially training to other local agencies and community partners.

Experience/Requirements:

- Must have 5 years Regional Center experience.
- Experience supporting individuals with developmental disabilities who are dually diagnosed with mental health challenges (or suspected) as well as solid experience working in a Mental Health capacity
- Expert working knowledge of Regional Center, DMH and other generic resources
- Experience with and/or working knowledge of the court system; also must have experience supporting those who are forensically involved.
- Strong organizational and interpersonal skills
- Strong documentation skills
- Must be able to navigate working with Department of Mental and Department of Developmental Services.
- Excellent written and oral communication skills
- Ability to effectively collaborate with Health/Law Enforcement professionals, family members and support staff

Note:

- 1:25 caseload ratio

Work Environment, Travel & Physical Requirements

This position operates in a professional office environment with standard office equipment and bright overhead lighting. While performing job duties, the employee is regularly required to:

- **Sit or stand at a computer workstation for extended periods of time**
- **Move throughout the office to access files, attend meetings, and interact with staff and visitors**
- **Lift, carry, push, or pull up to 25–30 pounds occasionally (office supplies, files, equipment)**
- **Communicate clearly in-person, by phone, and electronically**
- **Sustain attention to detail in a dynamic work setting with frequent interruptions.**

Some travel within the WRC service area is required. Reasonable accommodations will be provided for qualified individuals with disabilities to perform essential job functions.

This position will primarily be based in the office; however, remote work may also be available. This a full time, non-exempt role and hours may varies based on the needs of the Westside Regional Center.

WRC is an equal opportunity employer. Further, WRC will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

If interested, please send resume and cover letter to jobs-WRC@westsiderc.org by the closing date.