



of Contra Costa County  
<https://www.rainbowcc.org/>

## Position Description: Clinical Case Manager

**Reports To:** Director of Clinical Services

**Work Status:** Hourly, Part-time

**Department:** Clinical

**Location of Work:** Virtual with a return to a physical setting TBD

Additionally, East, Central, and West Contra Costa County

Current center address:

2118 Willow Pass Road, Suite 500,

Concord, CA 94520

**Payroll Type:** Non-Exempt

**Supervisory:** No

**Initiated/Updated:** 9/2/2021

**Regular Hours:** 10-15 hours per week

**Schedule:** Monday to Friday; flexible hours

Occasional travel, evenings and weekends required.

Schedule may be subject to negotiation.

**Salary Range:** \$22.88 - \$25.44 hourly

**Position Available:** September 20, 2021

### ORGANIZATIONAL HISTORY

The Rainbow Community Center of Contra Costa County (Rainbow) was founded in 1995 to serve the well-being of the LGBTQI+ Community in Contra Costa County. Founders wanted to develop programs to reduce isolation of LGBTQI+ people and provide a space for community development. Rainbow continues to provide a safe and welcoming place building community among LGBTQI+ persons and our allies through social programs, support groups, clinical services, training, special events, and emergency programs.

### MISSION

Rainbow builds community, equity, and well-being among Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex (LGBTQI+) people & our allies.

### VISION

Rainbow envisions a society that advocates for and celebrates gender and sexual diversity, racial justice, safety, and liberation for all through healing centered engagement.

Rainbow builds community, equity, and well-being among Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex (LGBTQI+) people & our allies through social opportunities, health & wellness services, and awareness programs.

Rainbow transcends its vision from inclusive to expansive\*, as we will be able to represent by centering and reaching a wider scope of Marginalized LGBTQI+ and Intersectional Identities more effectively.

Historically Marginalized and Intersectional LGBTQI+ Identities encompass:

- Transgender and Gender Non-conforming
- Black, Indigenous and People of Color
- Women
- Neurodiversity & Mental Health Abilities
- Physical Abilities
- Body Diversity
- HIV Status
- Elders
- Youth
- Immigrants
- Interfaith
- Familial Composition
- Class/Socioeconomic Status

*\*'inclusive' with its implied power differential, whereas 'expansive' refers to centering power with marginalized people*

## **CLINICAL PROGRAM & POSITION SUMMARY**

Rainbow Counseling Center provides culturally expansive counseling, case management, outpatient psychotherapy, and various support groups including ones focused on “coming out” and Parents/Guardians of LGBTQI+ and Gender Non-Conforming youth. The Clinical Program centers intersectional LGBTQI+ individuals, couples, families, and other members of the community in need of mental health services. The aim is to increase resiliency of our community, help stabilize people with high-risk and acute mental illness in order to ensure our Contra Costa County community thrive.

The Clinical Case Manager will be required to monitor the mental health intake line, as well as the online intake form, manage the waitlist for easy access by clinicians, speak with prospective clients about services we offer and how we can help, and provide resources and referrals. In addition, this position is responsible for didactic training research for the clinicians based on interests, schedules trainings with professionals, manages the didactic budget, and is welcome to attend trainings as well! some Social Work Case Management will also be required, assisting clients with resources, paperwork, and researching available community support.

As Rainbow transcends its vision from inclusive to expansive, we will be able to represent by centering and reaching a wider scope of People of Color, intersectional, and marginalized LGBTQI+ identities more effectively. We understand that “inclusion”, which in meaning and implementation, holds and maintains a power differential, whether intentionally set. With this Clinical Case Manager position, we look to center folk that need access to mental health services within our communities.

## **ESSENTIAL POSITION RESPONSIBILITIES & SKILLS**

- Work effectively with a diverse and intersectional client population
- Mature attitude, humility, and a sense of humor
- Demonstrated ability to work as part of a team
- Enthusiasm and pride in work
- Effective and kind interpersonal, verbal, and written communications skills
- Commitment to cultural humility and work through a lens of social justice
- Strong organizational skills and follow through
- Detail-oriented with the ability to balance areas of work and prioritize
- Be able to discuss difficult conversational topics with potential clients to offer referrals or resources, assess levels of substance use/abuse, domestic violence, and level of acuity and/or suicidal ideation.
- Prepare/schedule didactic trainings for clinicians
- Interaction with acute and chronically mentally diverse adults or children and adolescents
- Establish and maintain good working relationships and be a part of a treatment team that includes case managers, clinical supervisors, administrative staff, billing clerks, and community program staff
- Familiar with clinical resources, jargon, and local resources/organizations/referrals
- Familiar with LGBTQI+ community and intersectionality
- Proficiency and fluency with Zoom video conferencing, MS Office applications (Word, Excel, PowerPoint), Google Workplace (Gmail, Docs, Sheets, Calendar, Slides, and Forms) are required
- Participate in weekly Clinical and Staff Meetings as provided by Rainbow
- Spanish Bilingual desired (Additional 6% pay differential available for bilingual employees)
- **Commitment, fluency, and working knowledge of key development approaches:**
  - a. **ACEs Aware:** <https://www.acesaware.org/ace-fundamentals/>
  - b. **Depth of Knowledge & Bloom’s Taxonomy:** <https://www.synergiseducation.com/blooms-taxonomy-and-webbs-depth-of-knowledge/>
  - c. **Embracement of LGBTQI+ cultures** (SOGIE Handbook as one reference example): [https://www.health.ny.gov/prevention/sexual\\_violence/docs/sogie\\_handbook.pdf](https://www.health.ny.gov/prevention/sexual_violence/docs/sogie_handbook.pdf)
  - d. **Growth Mindset:** <https://www.mindsetworks.com/science/>
  - e. **Human Centered Design Process:** <https://www.usertesting.com/blog/how-ideo-uses-customer-insights-to-design-innovative-products-users-love>
  - f. **Positive Youth Development (PYD) Framework** (universal application though focused on youth): <https://www.youthpower.org/positive-youth-development-pyd-framework>
  - g. **Search Institute’s Developmental Assets Framework** (universal assets though focused on youth): <https://www.search-institute.org/our-research/development-assets/developmental-assets-framework/>
  - h. **Social and Emotional Learning (SEL):** <https://www.instituteforsel.net/approach>
  - i. **Trauma-Informed Approach:** [https://www.cdc.gov/cpr/infographics/6\\_principles\\_trauma\\_info.htm](https://www.cdc.gov/cpr/infographics/6_principles_trauma_info.htm)

## **LICENSES REQUIRED**

Bachelor's Degree in psychology, social work, or closely related behavioral science field from an accredited college or university, and experience with customer service or inbound support lines.

**HOW TO APPLY**

To be considered for this position, please submit a cover letter, resume and three professional references to [rebecca.coffey@rainbowcc.org](mailto:rebecca.coffey@rainbowcc.org) with the subject line: “**Clinical Case Manager Application**”. Please, no phone calls. Only applicants meeting all the minimum qualifications may be invited for an interview. Outreach for interviews will begin September 7, 2021.

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to represent an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

**EQUAL OPPORTUNITY**

Rainbow provides equal employment opportunities to all employees and applicants for employment without regard to race, religion, color, sex, sex stereotype, gender identity, gender expression, transgender identity (including whether or not you are transitioning or have transitioned), sexual orientation, national origin, ancestry, physical or mental ability, medical condition, genetic information or characteristics, marital status, domestic partner status, age, military or veteran status and any other basis protected by federal, state or local law, ordinance or regulation.

Rainbow is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in organization operations and prohibits unlawful discrimination by any employee of the organization, including supervisors and coworkers.