

PSH Services Positions with Associated Job Duties

Framework and Values

Integrated staff committed to coordination of services that are available to all residents regardless of unit designation, are trauma informed, are tenant centered with resident voice shaping design, and adaptable as project ages and populations change.

Title/ Position	Position Responsibilities	Service Definition	Best Practice FTE	Dosage	Location & Qualification
Resident Services Coordinator	Educational Services	Assessment, GED, school enrollment, assistance accessing higher education benefits, grants, and obtaining reasonable accommodations	1 to 50	2hrs per month	Onsite AA or Early Experience
	Community Building/Social, Educational and Recreational Activities	Programs/ services to reduce isolation, to create a sense of community and ongoing educational opportunities for adults.			
	Youth & After-School program	Educational support, leadership programming, community service, physical activity & recreation, parental support			
	Health Education Programming	Education on chronic disease, preventative health, nutrition			
	Information and Referral	Referrals or information for: PT/OT, legal assistance, eviction prevention/rental assistance services, substance abuse treatment options, life skills training, adult education, parental support, attendant care/adult day care, job placement/volunteer opportunities, etc.			
	Food Assistance	Food/grocery distribution programs, summer meal programs, gift cards for grocery purchases			
	Benefits Counseling Advocacy	Education, information, and advocacy to access common benefits: medical benefits (Medi-Cal), income benefit (county, state and federal), non-cash benefits (Cal-Fresh, WIC)			
	Crisis Triage	Crisis assessment and connection to appropriate crisis response services, de-escalation			
	Transportation	Taxi vouchers, transit passes, information/education on public transportation utilization			
Aging in place/Healthy Aging/Senior Programming	Health care access, following care coordination plan, practice healthy aging behaviors, Activities for Daily Living (including provision of durable medical equipment, annual assessments, fall prevention) and attendant care services				

Title/ Position	Position Responsibilities	Service Definition	Best Practice FTE	Dosage	Location & Qualification
Case Manager I	Housing Stabilization Services	Behavioral management, community integration skill building, response to crisis or lease violations, rental assistance applications, eviction prevention coaching, lease education, housing options, housing inspections, housing referrals, past due rent resolution and rent payment plans	1 to 20	1hr every 2 weeks	Onsite BA or Tenured Experience
	Non-clinical Case Management with Individual Service Plans/Assessment/Service Planning	WRAP (Wellness Recovery Action Plan), Care Coordination, Intensive Case Management.			
	Economic Empowerment	Employment & education services, financial coaching/counseling, savings program, credit repair, technology literacy			
	Transportation	Taxi vouchers, transit passes, staff driving residents, car repairs			
	Information and Referral	Referrals or information for: PT/OT, legal assistance, eviction prevention/rental assistance services, substance abuse treatment options, life skills training, adult education, parental support, attendant care/adult day care, job placement/volunteer opportunities, etc.			
	Food Assistance	Food/grocery distribution programs, summer meal programs, gift cards for grocery purchases			
	Benefits Active Navigation and Advocacy	Active and on-going assistance with benefit access: Medical benefits (Medi-Cal, Medicare) income benefits (county, state and federal), non-cash benefits (Cal-Fresh, WIC)			
	Crisis Triage	Crisis assessment and connection to appropriate crisis response services, deescalation			

Title/ Position	Position Responsibilities	Service Definition	Best Practice FTE	Dosage	Location & Qualification
Case Manager II	Clinical Case Management With Individual Services plan	WRAP (Wellness Recovery Action Plan), Care Coordination, Intensive Case Management, onsite Mental Health Services to include individual therapeutic services and group engagements.	1 to 15	1-2hr per week	Onsite MSW or Above
	Assessment/Service planning	Biopsychosocial assessment, collaborative service planning			
	Economic Empowerment	Employment & Education Services, Financial coaching/counseling, savings program, credit repair, technology literacy			
	Food Assistance	Food/grocery distribution programs, summer meal programs, gift cards for grocery purchases			
	Benefits Active Navigation and Advocacy	Active and on-going assistance with benefit access: Medical benefits (Medi-Cal, Medicare) income benefits (county, state and federal), non-cash benefits (Cal-Fresh, WIC)			
	Transportation	Taxi vouchers, transit passes, staff driving residents, car repairs			
	LifeSkills Training	Community living skills, understanding lease obligations, communication skills, practical assistance, behavioral management/community integration skill development.			
	Housing Stabilization Services	Behavioral management, community integration skill building, response to crisis or lease violations, rental assistance applications, eviction prevention coaching, lease education, housing options, housing inspections, housing referrals, past due rent resolution and rent payment plans			
	Information and Referral	Referrals or information for: PT/OT, legal assistance, eviction prevention/rental assistance services, substance abuse treatment options, life skills training, adult education, parental support, attendant care/adult day care, job placement/volunteer opportunities, etc.			
Crisis Triage	Crisis assessment and connection to appropriate crisis response services, deescalation				

Title/ Position	Position Responsibilities	Service Definition	Best Practice FTE	Dosage	Location & Qualification
LCSW	Supervision/ Support/Guidance		1 to 100		Scattered

Title/ Position	Position Responsibilities	Service Definition	Best Practice FTE	Dosage	Location & Qualification
Complex Care Specialist	Health Education Programming	Education on chronic disease, preventative health, nutrition	1 to 20	Varied	Onsite CDAC Certification Sexual Health Educator/Specialist. Harm Reduction Certification
	Lifeskill development training	Community living skills, understanding lease obligations, communication skills, practical assistance, behavioral management/community integration skill development			
	Peer Support Advocacy	Peer advocacy refers to one-to-one support provided by advocates with a similar disability or experience to a person using services. Trained and supported volunteers often provide peer advocacy as part of a coordinated project			
	Harm Reduction Programs	Needle exchange, nrcan training and distribution, sexual health			
	Substance use treatment	Harm reduction services, peer to peer support, nrcan supply and trainings, and support groups			

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County Partner	Nursing Services	Medication Management/Blood pressure screenings	1 to 20	Varied	Scattered
	Peer Support & Advocacy	Peer advocacy refers to one-to-one support provided by advocates with a similar disability or experience to a person using services. Trained and supported volunteers often provide peer advocacy as part of a coordinated project			
	Psychiatric Services	Clinical mental health services by a psychiatrist or psychiatric nurse to include client centered therapeutic services and group services.			
	24/7 Crisis Support	Emotional support to assist in dealing with trauma, severe anxiety and or behavioral occurrences that may lead to housing instability			
	Rep Payee	Payment program that provides benefit payment management to residents who are unable to manage their own finances.			
	Mental Health Care	Individual, group, couples, family therapy for adults and minors, day treatment, intensive outpatient care			
	Substance Use treatment	Harm reduction services, peer to peer support, nrcan supply and trainings, and support groups			