



Connecting the pieces for health, home and community.

Ritter Center is currently recruiting for a **Whole Person Care Program Director**. This is a **full-time, non-exempt** position reporting to the **Executive Director**. **This role is based in San Rafael, CA and requires regular local travel throughout Marin County. Please find full job description below.**

Position Description:

The Whole Person Care Program Director (WPCPD) leads a team of housing case managers to improve vulnerable patients' integrated health and housing outcomes with a focus on homeless clients transitioning into housing and formerly homeless living in permanent supportive housing (PSH). This position will coordinate the team to develop and update multidisciplinary Comprehensive Care Plans for this patient population and these Care Plans will guide treatment by the team including home visits to PSH participants. Clients are enrollees in Marin County's Whole Person Care (WPC) program. Building the capacities of a multidisciplinary home visit team and developing, in conjunction with local partners, an Assertive Community Treatment model will be important priorities. This position will be the linchpin integrating Ritter and WPC permanent housing, case management and clinical services and will be responsible for implementing the grant related to the WPC program.

The WPCPD will coordinate the services for Marin's Whole Person Care (WPC) Housing Based Case Management Program. This program is designed to coordinate health, behavioral health, and supportive housing services in a patient-centered manner. Goals of the program include increasing tenant independence while reducing Emergency Department utilization and inpatient hospital bed nights of Medi-Cal high utilizers. This program is targeting the most vulnerable chronically homeless in Marin County by transitioning them into PSH units while incorporating Housing First principles into this work. This position will take the lead in coordinating the WPC program with the County of Marin and partner organizations such as the Marin Housing Authority, St. Vincent de Paul and other stakeholders. This will involve receiving warm handoffs from outreach workers, coordinating and performing clinical and social assessments and coordinating the creation of comprehensive care plans with Ritter's clinicians and WPC case managers. This position must work closely with all of the teams in place for this program, as well as their supervisors, to coordinate client care and ensure that the necessary medical and psychosocial supports are in place for each client. This position will be responsible for data collection and analysis to support program outcomes. This role will be part of a collaborative team that is designing and launching a new system of care to help Marin's most vulnerable Medi-Cal patients. The right person for this position will thus require a great deal of creativity, innovation and flexibility.

Housing and services are provided in a manner consistent with the principles of Housing First and Harm Reduction. Housing support services may include medical, mental health, substance use counseling, training with activities of daily living, government benefits, employment training and representative payee financial management. Participation in support services is not required as a pre-condition to entering a permanent housing program. Housing supports are structured in a way that tenants are able to maintain their housing while being encouraged and guided to independently problem-solve. This position will be expected to ensure the WPC team maintains regular notes and update client records in the Wizard Case Management Platform, Homeless Management Information System and organization Electronic Health Record as need be. The WPCPD reports directly to Ritter Center's Executive Director.



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Job Duties and Responsibilities:

- Help lead integrated team of clinicians, case managers and outreach workers to improve client health and housing outcomes
- Coordinate a multidisciplinary home visit program for precariously housed clients, particularly formerly homeless living in permanent supportive housing
- Lead communication and integration efforts across medical, behavioral health, case management/housing, and intensive outpatient treatment programs
- Help coordinate Marin's Whole Person Care (WPC) program including attending and at times leading WPC partnership and organization meetings
- Assess WPC clients with validated clinical assessment tools (PHQ-9, GAD-7, AUDIT-C, DAST etc.) and Vulnerability Index (VI-SPDAT)
- Convene clinicians and case managers to create multidisciplinary comprehensive care plans informed by assessments
- Coordinate client warm handoffs between outreach, assessment and case management staff
- Ensure high data quality for all required data in WPC database system, Homeless Management Information System (HMIS) and organization's Electronic Health Record (EHR)
- Meet with supervisor, attend staff meetings and trainings as scheduled
- Adhere to the goals, objectives, and personnel policies of Ritter Center
- Perform other duties as assigned

Qualifications:

- Undergraduate degree from an accredited institution, or equivalent experience, with at least 5-years' experience in psychosocial service and/or permanent supportive housing programs- Graduate degree preferred, but not required
- Experience coordinating grant-funded programs including accurate data collection and reporting
- Understanding of health systems and the needs of individuals with complex medical/behavioral health conditions and a history of homelessness
- Demonstrated experience implementing housing/home visit programs guided by the principles of Housing First and Harm Reduction
- Demonstrated experience implementing integrated behavioral health/psychosocial service programs
- Experience with counseling method of Motivational Interviewing
- Experience with Assertive Community Treatment model preferred
- In-depth understanding of HIPAA and CFR 42 Part 2 patient privacy protections
- Good skills in organization and ability to multi-task and remain calm under stress
- Experience working in social service setting; ability to be empathetic and compassionate with clients within a framework of appropriate boundaries
- Strong people management and communication skills
- Need to possess a valid and clean CA driver's license
- Experience using computers, MS Office software and databases required

Responsibilities of all Ritter Center Employees:

1. Demonstrates a clear understanding of the mission, purpose and philosophy of Ritter Center.
2. Places needs of the patient first at all times. Care management and service delivery are developed with the goals



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- of the patient's healing and support in mind.
3. Adheres to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity and honesty.
 4. Takes initiative and responsibility for decisions as an individual. Communicates information effectively both verbally and in writing.
 5. Maintains confidentiality of all agency and patient related information. Protects patient rights as defined in the patient Bill of Rights.

Physical Demands:

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to sit for long periods of time, talk, hear, write, operate a keyboard, have the visual acuity to read small print and view a computer monitor, reach to the top of a five drawer filing cabinet and lift boxes of no more than 30 lbs. The employee is required to interact with clients, volunteers and visitors both indoors and outdoors.

Work Environment:

The work environment characteristics described here are representative of those of a social services agency. Ritter Center's facilities are smoke-free.

Employment Practices:

Ritter Center is an Equal Opportunity institution and does not discriminate against any person in employment or in admission, treatment, or participation in its programs and benefits on the basis of race, color, national origin, creed, ability to speak English, disability, sex, age or marital status.

ADDITIONAL BENEFITS:

The Ritter Center is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical insurance with choice of plans, dental insurance, life insurance, disability benefits, flexible spending accounts, a 401K savings account, and an Employee Assistance Program. Additionally, the Ritter Center pays 100% of the employee premium for the medical, dental, and life insurance plans. Additional ancillary benefits are added each year as appropriate.

TO APPLY:

Please email your current resume and a cover letter, as well as any copies of relevant license(s) and/or certifications to Mark Shotwell at: Mshotwell@rittercenter.org

This posting can also be found on [Indeed](#).