

Position Title: Patient Advocate I

Organization: Jewish Family Service of San Diego

Position Type: Full-time (37.5 hours per week), non-exempt

Standardized Benefits: Benefits for this position include a 401(k) plan, medical, dental and vision coverage, flexible spending accounts, life insurance and generous holiday benefits.

Position Overview

Do you hate injustice? Do you like fighting for the underdog? Would you like to be a part of a dynamic and dedicated team of advocates who travel the county representing mental health clients and ensuring that their rights are upheld?

We're looking for an outstanding individual who loves challenge and gets satisfaction from helping others in need.

Our highly regarded advocates investigate and resolve complaints, concerns, or grievances received from mental health clients about rights violations, coordinate efforts with other agencies as needed, and visit and monitor facilities for compliance with clients' rights laws, regulations and policies. They also ensure that clients, staff, owners, and administrators are informed of the rights of persons with mental illness.

The person hired for this position will provide advocacy services to residents with mental illness residing in skilled nursing facilities, conduct continuing education trainings for SNF residents, SNF staff and other professionals. They also represent mental health clients at Certification Review Hearings for involuntary holds in psychiatric hospitals.

Key Talents: You are proud of your communication skills, both written and oral. You demonstrate great compassion for your fellow man and have a deep sense of responsibility and accountability. You also have a well-developed sense of humor and like to make your work fun.

Position Requirements

- Successful completion and pass of Criminal History Background Check
- Experience working with clients diagnosed with serious mental illness
- BA/BS or equivalent experience.
- Knowledge of patients' rights law and/or willingness and ability to learn California State laws and San Diego County Policies and Procedures as they pertain to patient's rights and mental illness.
- Strong oral and written communication skills.
- Ability to work with a wide range of community groups including professionals, facility administrators, clients with mental illness as well as advocacy groups such as NAMI.
- Strong sense of ethics.
- Ability and willingness to regularly use office equipment such as computers, fax machines, telephones and cell phones.
- Car required.
- Ability and willingness to travel throughout San Diego County.

- Ability to work independently and as part of a team.
- Flexible and able to handle emotionally intense situations.

Additional Information

The duties of this position are primarily in skilled nursing facilities and acute care psychiatric facilities. There will also be cross training in other aspects of patient advocacy. The successful candidate will be willing to learn and open to performing patient advocacy duties in a variety of settings.

Contact Information

To be considered, please email your cover letter (including salary requirement) and resume to resume4321@ifssd.org. Please, principals only. Please, no follow-up phone calls or emails.

About Jewish Family Service of San Diego

Jewish Family Service is a comprehensive human service organization serving the entire San Diego community and Coachella Valley. The agency serves over 35,000 people annually and offers programs and services in the following areas: Adoption; Case Management; Counseling; Crisis Services; Family Violence Prevention and Support; Jewish Connections; Refugee Resettlement; Older Adult/Senior Services; Parenting, Youth & School-based Services; and Training/Education. Discover why Jewish Family Service is *One Source for a Lifetime of Help* at www.ifssd.org.

