



## **Program Staff Generalist, California Clubhouse, Inc San Mateo County, California**

### **The Opportunity –**

California Clubhouse serves San Mateo County, California residents living with major mental illnesses who are rebuilding their lives, by providing consistent pathways to opportunity and progress. The Clubhouse model for mental health recovery is a community-based organization, located in San Mateo, where people can go every day during business hours to work on overcoming the obstacles they face. Clubhouses also offer a social program on evenings, weekends, and holidays to support a healthy work/recreational life balance.

Support, training, education, healthy social interaction and positive reinforcement through collegial relationships, work, and social activities are the key elements of the Clubhouse model. Membership in the Clubhouse is free for life.

Based on a belief that everyone can sufficiently recover from mental illness and lead better lives, California Clubhouse Participants - who are called members, not patients or consumers - share ownership and responsibility for the success of the organization. Working and socializing in a unique partnership with a small staff, clubhouse members build on strengths instead of focusing on illness. The skills acquired or enhanced while working at the Clubhouse can be readily applied to a variety of outside paid work and educational environments.

This community-based approach complements the wide range of excellent mental health support services offered by San Mateo's Behavioral Health & Recovery Services (BHRS), which serve as a model for other counties across the state.

Join the thriving, global Clubhouse community in creating hope and opportunity for those recovering mental health. The Clubhouse network provides access to best practices, standards, and an ongoing culture of depth and innovation.

### **The Position –**

Title: Program Staff Generalist

Type: Full Time, Salaried

Salary: Commensurate with Experience, Health Benefits, and Paid Time Off

Clubhouse staff hold a professional level, direct service position in a generalist role, though candidates may also be asked to focus in an area of expertise as determined by the organization and member's needs. Central to the Program Staff Generalist role is engaging members in all aspects of clubhouse operation. This engagement is performed by helping members to experience a sense of belonging and being needed in the clubhouse community, with a focus on strengths, talents, and interests. Staff will offer a positive, supportive relationship that helps promote hope, choice, wellness and recovery for participants while working together as colleagues and mentors.

**Core Responsibilities –**

- Facilitate assigned tasks and projects in a timely manner, maximizing members' skills, talents, engagement, and leadership.
- Plan and coordinate work to meet the needs of the Clubhouse and its Members.
- Develop long and short-term strategic plan for clubhouse work; support keeping the work on-task; and develop work in collaboration with Members, Program Director, and Executive Director. Lead Clubhouse projects as needed and assigned.
- Complete paperwork as assigned, meeting all deadlines.
- Participate in the Clubhouse's Transitional Employment Program (TE), paid jobs for Members in the community. Manage TE placements by learning the job; developing work relationships; choosing, training and supporting members on the job; and as a clubhouse work-priority, providing TE job coverage whenever necessary.
- Facilitate Supported, Independent and Entrepreneurial Employment, and Educational opportunities for members in the community, as needed.
- Cover, on a rotating basis, evening, weekend, and holiday social programs. Participate in Clubhouse functions and events as needed.
- Assist Members to develop and assess personal, career, housing, and social goals and objectives.
- Provide education and support the use of community resources that promote well-being, self-determination, independence, satisfaction, self-sufficiency, and foster self-advocacy, including areas such as Financial Benefits, Community Support Services, Career Development, Mental and Physical Health, Job, Family, and Friends.

- Make presentations, and support member participation in presenting to the Clubhouse Community and International Seminars and Conferences.
- Advocate for the Clubhouse and its Members with Politicians, Community Service providers such as Housing, Doctors, Psychiatrists, DMV, including attending appointments with Members when needed to advocate, direct and model communication between members and service providers.
- Provide training and support to new members, staff, interns, volunteers, and clubhouse colleagues as necessary.
- Facilitate clubhouse evaluation, action-planning, reportage and follow-up for work area and clubhouse, regularly and in preparation for Accreditation by Clubhouse International Faculty. Monitor priorities, progress, and shifts.

**Desired Qualities –**

- Ability to listen, problem solve, and multi-task effectively.
- Ability to work with a sense of urgency and excitement about the work of the clubhouse.
- Ability to communicate effectively, verbally and in writing. Employ highly developed communication skills including cultural, language, and computer competency.
- Ability to demonstrate adherence to a strengths-based perspective in words and actions.
- Ability to adhere to Clubhouse philosophy and applicable federal, state, county, and local guidelines in carrying out job duties.
- Ability to perform work “side-by-side” with members, creating an atmosphere and general policy in which work, leadership, and power are given to members whenever possible, with the necessary support to enjoy and succeed.
- Ability to encourage Member’s to interact with and mentor other members, staff, and clubhouse colleagues.
- Result-oriented, responsible, organized, flexible, and a self-starter.
- Kind, cheerful, outgoing, considerate, patient, tactful, and good judgment.
- Enjoy a diverse work team and able to quickly establish productive relationships.

**Qualifications –**

- In-depth understanding of/interest in mental illness as well as mental and physical health.
- Available to work a full-time position that may require emergency “off schedule” hours and attend out-of-town trainings (up to 3 weeks), conferences (up to one week), and advocacy activities (day trips).
- Diverse computer competency and media development skills.
- Provide Social Program activities that encourage a depth of opportunity and energy in alignment with the broad-scope and dignity associated with Clubhouse.
- At least one year of experience working with adults with mental illness, or demonstrated passion for helping people with mental illness succeed.
- A Bachelor’s Degree in related field or unique skill set is preferred.

***For consideration:*** Please send your resume and a cover letter that articulates your interest, qualifications, and salary requirements for this position to:  
[searchescaclubhouse@gmail.com](mailto:searchescaclubhouse@gmail.com)

***For more information on California Clubhouse, please visit our website:***  
[www.californiaclubhouse.org](http://www.californiaclubhouse.org)