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**CIVIL SERVICE COMMISSION  
MEETING AGENDA**

**TUESDAY, SEPTEMBER 23, 2025 AT 6:00 PM**

**CITY HALL COUNCIL CHAMBERS  
1600 WEST BEVERLY BOULEVARD  
MONTEBELLO, CALIFORNIA**

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**COMMITTEE MEMBERS**

Delia Delgado  
Henry Fimbres  
Richard Jimenez  
George Pacheco  
Alexandra Briseno

**CITY STAFF**

Ramon Figueroa, Director of Human Resources  
Nicole Mooshagian, Human Resources Manager

**NOTICES**

This Civil Service Commission Meeting will be held in person and will meet at **City Hall – City Council Chambers, 1600 West Beverly Boulevard, Montebello, California**. The meeting will be live streamed and can be watched on the City’s website and YouTube Channel via the following link: <https://www.montebelloca.gov>, and may also be viewed on Spectrum Public Access Channel 3 for all Spectrum cable subscribers.

**AMERICANS WITH DISABILITIES ACT:** In compliance with the Americans with Disabilities Act (ADA) any person with a disability who requires special accommodations in order to participate in a meeting should contact Nicole Mooshagian at (323) 887-1200\*1108 Monday-Thursday from 7:30 a.m.-5:30 p.m. Please call 48 hours prior to the meeting to ensure that reasonable arrangements can be made to provide accessibility to this meeting (28 CFR 35.102-35.104 ADA Title II 1203). If you require translation services, please contact us 24 hours before this meeting.

**PUBLIC COMMENTS:**

**In-Person:** For those interested in participating during the Public Comment period(s) of the Commission/Committee meetings, you may address the Commission/Committee in person the day of the meeting. Speakers will be required to complete a speaker card provided at the door and submit it to the Nicole Mooshagian prior to each Public Comment announcement period. Staff will number and call each speaker card in the order received.

**RULES OF DECORUM:**

Pursuant to Section 54957.95 of the Government Code, the presiding member of the legislative body conducting a meeting, or their designee, is authorized to remove, or cause the removal of, an individual for disrupting the meeting. Any such removal will be preceded by a warning to the disruptive individual by the presiding member of the legislative body or their designee that the individual’s behavior is disrupting the meeting and that the individual’s failure to promptly cease their disruptive behavior may result in their removal.

**AGENDA MATERIALS:** The agenda and agenda packet related to items on this agenda are available for public inspection at City’s website at: [Agendas, Minutes, and Videos](#).

IN CONSIDERATION OF OTHERS, PLEASE TURN OFF, OR MUTE, ALL CELL PHONES AND PAGERS  
THANK YOU FOR YOUR COOPERATION

**CALL TO ORDER**

**OPENING CEREMONIES**

**ROLL CALL**

**CORRECTIONS TO THE AGENDA**

**PUBLIC COMMENTS (30 MINUTES)**

At this time, the general public may address the Commission/Committee on any items listed on the Agenda, including items not listed on the Agenda (Non-Agenda Items) that are within subject matter jurisdiction. Please be aware that the maximum time allotted for members of the public to speak shall not exceed three (3) minutes per person. State Law prohibits the Commission/ Committee from taking action or entertaining extended discussion on a topic not listed on the agenda. Please show courtesy to others and direct all of your comments to the Chairperson.

**MINUTES**

**1. MINUTES FOR THE CIVIL SERVICE COMMISSION MEETING OF JUNE 24, 2025**

**RECOMMENDATION:** The Civil Service Commission will review the minutes for approval.

**REGULAR BUSINESS**

**2. JOB SPECIFICATION RECOMMENDATION - PUBLIC SAFETY RADIO TECHNICIAN SERIES**

**RECOMMENDATION:** It is the recommendation of the Fire Department to add a graduated series to the the existing classification of Public Safety Radio Technician to the City of Montebello's Classification Plan, and that the Civil Service Commission make a recommendation to the City Council to approve a resolution to adopt this job specification series.

**3. JOB SPECIFICATION RECOMMENDATION - COMMUNITY CASE MANAGER SERIES**

**RECOMMENDATION:** It is the recommendation of the Fire Department to add a graduated series classification of Community Case Manager I/II/III to the City of Montebello's Classification Plan, and that the Civil Service Commission make a recommendation to the City Council to approve a resolution to adopt this job specification series.

**STAFF COMMUNICATIONS**

**COMMISSION/COMMITTEE ORALS**

Member announcements; requests for future agenda items; conference/meetings reports.

**ADJOURNMENT**

The City of Montebello Civil Service Commission will adjourn to the next **Regular Meeting on October 28, 2025 at 6:00 p.m.** at City Hall Council Chambers located at 1600 W. Beverly Boulevard, Montebello, CA 90640.

I, Nicole Mooshagian, Human Resources Manager, for the City of Montebello hereby certify that a copy of this agenda has been posted on or before Thursday, September 18, 2025 by 5:00 p.m.



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Nicole Mooshagian, Human Resources Manager



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**CITY OF MONTEBELLO  
CIVIL SERVICE COMMISSION  
REGULAR MEETING AGENDA**

**MINUTES**

**TUESDAY, JUNE 24, 2025 AT 6:00 PM**

**CITY HALL COUNCIL CHAMBERS  
1600 WEST BEVERLY BOULEVARD  
MONTEBELLO, CALIFORNIA**

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**OPENING CEREMONIES**

**CALL TO ORDER**

Chairperson Fimbres called the meeting to order at 6:26 p.m.

**ROLL CALL**

Members present were Commissioner Briseno, Commissioner Delgado, and Chairperson Fimbres. Commissioners Pacheco and Jimenez were absent.

**CORRECTIONS TO THE AGENDA**

None.

**PUBLIC COMMENTS (30 MINUTES)**

At this time, the general public may address the Commission/Committee on any items listed on the Agenda, including items not listed on the Agenda (Non-Agenda Items) that are within subject matter jurisdiction. Please be aware that the maximum time allotted for members of the public to speak shall not exceed three (3) minutes per person. State Law prohibits the Commission/ Committee from taking action or entertaining extended discussion on a topic not listed on the agenda. Please show courtesy to others and direct all of your comments to the Chairperson.

**MINUTES**

**1. MINUTES FOR THE CIVIL SERVICE COMMISSION SPECIAL MEETING OF DECEMBER 17, 2024**

**RECOMMENDATION:** The Civil Service Commission will review the minutes for approval.

Commissioner Briseno motioned to approve the minutes for the Civil Service Commission Special Meeting of December 17, 2024. Commissioner Delgo seconded the motion. The motion passed with three yeases.

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**REGULAR BUSINESS**

**2. JOB SPECIFICATION RECOMMENDATION - FIREFIGHTER-PARAMEDIC**

**RECOMMENDATION:** It is the recommendation of the Fire Department to add the position of Firefighter-Paramedic to the City of Montebello Classification Plan, and that the Civil Service Commission make a recommendation to the City Council to approve a resolution to adopt this job specification.

Fire Battalion Chief Donald Cadena spoke to the Commission about the need to create a specific classification for Firefighter/Paramedic. He outlined the need in regards to recruiting and clarifying the duties of the Firefighter/Paramedic. Acting Assistant City Manager Angelica Palmeros also addressed the Commission. She gave an overview of the squads that were approved by City Council. Commissioner Delgado inquired about the rate of pay. Director Figueroa clarified that the rate is the same as Firefighter, with an ongoing bonus added to their salary (15%). Commissioners thanked the Department for bringing this forward, as well as the squads. Commissioner Delgado motioned to approve the job specification of Firefighter/Paramedic and recommend to the City Council to adopt. Commissioner Briseno seconded the motion. The motion passed with three yeases.

**3. JOB SPECIFICATION AMENDMENT RECOMMENDATION - COMMUNITY RISK REDUCTION COORDINATOR**

**RECOMMENDATION:** It is the recommendation of the Fire Department to amend the Community Risk Reduction Coordinator job specification to accurately reflect the needs of the Department, and that the Civil Service Commission make a recommendation to the City Council to adopt a resolution to amend this job specification.

Acting Assistant City Manager Angelica Palmero spoke to the Commission about the need to amend the classification of Community Risk Reduction Coordinator. She outlined the need in regards to the need for this position in the CERT program and to remove the Safety position elements. She outlined the importance of this position in the program. Commissioner Briseno inquired about the idea of building community skills, as seen during the Palisade fire. Ms. Palmeros responded in the affirmative, this position would act as a coordinator. The Commissioners thanked the Department for bringing this position to the community. Commissioner Delgado inquired about the pay range, Director Figueroa provided the range. Commissioner Briseno motioned to recommend to the Montebello City Council to adopt a resolution amending the City of Montebello classification plan to include the revised job specification of Community Risk Reduction Coordinator. Commissioner Delgado seconded the motion. The motion passed with three yeases.

**STAFF COMMUNICATIONS**

None.

**COMMISSION/COMMITTEE ORALS**

Member announcements; requests for future agenda items; conference/meetings reports.

None.

**ADJOURNMENT**

The City of Montebello Civil Service Commission will adjourn to the next **Regular Meeting on July 22, 2025, at 6:00 p.m.** at City Hall Council Chambers located at 1600 W. Beverly Boulevard, Montebello, CA 90640.

I, Nicole Mooshagian, Senior Human Resources Analyst, for the City of Montebello, hereby certify that a copy of this agenda has been posted on or before Wednesday, June 18, 2025, 5:30 p.m.



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Nicole Mooshagian, Human Resources Manager

Commissioner Delgado made a motion to adjourn the meeting at 6:48 p.m., Commissioner Briseno seconded the motion. The motion passed with three yeases.



**ITEM # 2**

**CITY OF MONTEBELLO  
CIVIL SERVICE COMMISSION AGENDA STAFF REPORT**

**TO:** Members of the Civil Service Advisory Commission

**FROM:** Fernando Pelaez, Fire Chief

**BY:** Andrew Kim, Senior Management Analyst

**SUBJECT: JOB SPECIFICATION RECOMMENDATION - PUBLIC SAFETY RADIO  
TECHNICIAN SERIES**

**DATE:** September 23, 2025

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**RECOMMENDATION(S):**

It is the recommendation of the Fire Department to add a graduated series to the the existing classification of Public Safety Radio Technician to the City of Montebello's Classification Plan, and that the Civil Service Commission make a recommendation to the City Council to approve a resolution to adopt this job specification series.

**FISCAL IMPACT:**

N/A

**BACKGROUND/DISCUSSION:**

The Montebello Fire Department maintains a citywide public safety communications infrastructure that is essential to Police, Fire, and Emergency Management operations. The original Public Safety Radio Technician classification, established in 2022, has served the City well but lacks a clear progression framework to support recruitment, training, and retention of skilled technical staff.

To address this gap and align the classification structure with best practices, the Fire Department is proposing to replace the single-level classification with a three-level classification series: Public Safety Radio Technician I (Entry-Level), II (Journey-Level), and III (Advanced Journey-Level). This updated structure reflects the range of technical skills required for public safety communications and creates a pipeline for workforce development.

**CIVIL SERVICE COMMISSION AGENDA REPORT - MEETING OF SEPTEMBER 23, 2025**

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**ENVIRONMENTAL:**

N/A

**ANALYSIS:**

1. The current Public Safety Radio Technician classification is a one-size-fits-all role that does not differentiate between entry-level and advanced technical competencies, which limits internal promotional opportunities and hinders succession planning.

2. The revised series introduces three classification levels:

- a. Technician I – Entry-level position requiring a certificate from an electronics or telecommunications program. No experience is required.
- b. Technician II – Journey-level position requiring 2–4 years of experience in communications equipment installation and maintenance
- c. Technician III – Advanced-level position requiring 5+ years of experience or two years at the level of Montebello Public Safety Radio Technician II.

3. All positions in the series perform installation, maintenance, and diagnostics on a wide array of systems, including two-way radios, digital microwave systems, CentraCom consoles, vehicle-mounted communications, alarms, public address systems, and networked communications infrastructure.

4. The new structure enhances the City's ability to:

- a. Recruit and train candidates with limited experience;
- b. Provide career growth pathways for technical personnel;
- c. Assign duties based on skill level and certification;
- d. Ensure continuity and technical depth in the City's public safety communications team.

**SUMMARY:**

To improve operational effectiveness, professional development, and recruitment flexibility, the Montebello Fire Department recommends replacing the existing single-level Public Safety Radio Technician classification with a structured three-level series. The proposed Public Safety Radio Technician I/II/III classification series will allow for more appropriate deployment of staff based on skill level and ensure long-term support of the City's mission-critical communications infrastructure.

Staff respectfully requests that the Civil Service Commission approve the amended classification series and recommend its adoption by the Montebello City Council.

**CIVIL SERVICE COMMISSION AGENDA REPORT - MEETING OF SEPTEMBER 23,  
2025**

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**ATTACHMENT(S)**

1. Public Safety Radio Technician Series Job Description

**NEXT STEPS:**

It is recommended that the Civil Service Commission:

1. Make a recommendation to the Montebello City Council to adopt a resolution amending the City of Montebello Classification Plan to replace the existing Public Safety Radio Technician classification with a new three-tiered classification series: Public Safety Radio Technician I, II, and III.



City of Montebello  
**PUBLIC SAFETY RADIO TECHNICIAN I/II/III**

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### Position

Under direction, the Public Safety Radio Technician series performs skilled technical work in the installation, maintenance, testing, and repair of the City's public safety communications infrastructure, including two-way radios, microwave systems, mobile data, alarm systems, video surveillance, and other related telecommunications equipment and systems. Work involves system troubleshooting, diagnostics, upgrades, and integration with LAN/WAN and emergency power systems. Technicians support mission-critical public safety operations and may be required to respond to emergency repairs outside of regular work hours.

Public Safety Radio Technician I is the **entry-level** classification in the series. Positions at this level receive close supervision and training while acquiring the skills necessary to perform increasingly complex tasks.

Public Safety Radio Technician II is the **journey-level** class in the series. Incumbents are expected to perform duties more independently and with less supervision, and may assist in mentoring or training Level I staff.

A Public Safety Radio Technician III is an advanced, journey-level position that functions with a high degree of independence and technical knowledge. This level may lead projects, perform system-wide diagnostics, or serve as a subject matter expert on communications infrastructure.

### Example of Duties

- Install, maintain, test, and repair two-way radios, digital microwave systems, mobile data systems, network control processors, video monitoring systems, alarms, public address systems, vehicle electrical equipment, and related electronics.
- Perform diagnostics using specialized electronic and computer-based testing equipment.
- Maintain and troubleshoot LAN/WAN communications over microwave, ethernet, and fiber platforms.
- Support and maintain power systems, including generators, UPS systems, and backup batteries.
- Maintain CentraCom II console systems, modems, routers, switches, and hubs.
- Assist in the design and installation of new communication and control systems.

- Fabricate specialty electronic components and devices for public safety operations.
- Maintain accurate records of repairs, inventory, and service history.
- Participate in the City's Disaster Preparedness Program.
- Maintain clean and orderly shop conditions and comply with safety protocols.
- May be required to work evenings, weekends, and on-call emergency assignments.
- Other duties as assigned.

### **Minimum Qualifications**

**Training and Experience:** Any combination of training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Public Safety Radio Technician I (*Entry Level*)**

**Education:**

Graduation from a two-year certificate program from an accredited college, trade school, or military technical school in electronics, telecommunications, or a related field.

**Experience:**

No prior experience required. Up to one (1) year of related technical experience preferred.

**Licenses/Certificates:**

- Valid California driver's license.

#### **Public Safety Radio Technician II (*Journey Level*)**

**Education:**

Graduation from a two-year certificate program from an accredited college, trade school, or military technical school in electronics, telecommunications, or a related field.

**Experience:**

Two (2) to four (4) years of increasingly responsible experience in the installation, maintenance, and repair of two-way radio, telecommunication, and related electronic equipment.

**Licenses/Certificates:**

- Valid California driver's license.

- FCC General Class License and APCO/NABER Technician Certificate not required but desirable.

**Public Safety Radio Technician III (*Advanced Journey Level*)**

**Education:**

Graduation from a two-year certificate program from an accredited college, trade school, or military technical school in electronics, telecommunications, or a related field.

**Experience:**

Option I: Five (5) or more years of full-time experience performing skilled work in the installation, maintenance, and repair of two-way radio, telecommunications, and electronic equipment, preferably in a public safety or government setting.

Option II: Two years at the level of Montebello Public Safety Radio Technician II.

**Licenses/Certificates:**

- Valid California driver's license.
- Desirable: FCC General Class License.
- Desirable: APCO or NABER Technician Certificate.
- Desirable: Motorola-In-Resident Certificate or National Training School Amateur License.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

- Principles and practices of analog and digital electronics, radio frequency systems, microwave and data communication systems.
- Networking basics including LAN/WAN configuration over microwave, ethernet, and fiber.
- Tools and diagnostic instruments for electronic maintenance and testing.
- Electrical safety standards and regulatory compliance.
- Schematics, circuit diagrams, and technical documentation.
- Vehicle electrical and communications systems.

**Ability to:**

- Install, troubleshoot, and repair complex electronic and radio communication systems.
- Operate specialized testing and diagnostic equipment.
- Program and configure communication equipment using DOS/Windows-based software.
- Read and interpret technical diagrams and manuals.
- Communicate effectively, both verbally and in writing.

- Maintain detailed records and documentation.
- Work independently and collaboratively under varying conditions.
- Establish and maintain effective working relationships with staff and public safety personnel.



**ITEM # 3**

**CITY OF MONTEBELLO  
CIVIL SERVICE COMMISSION AGENDA STAFF REPORT**

**TO:** Members of the Civil Service Advisory Commission

**FROM:** Fernando Pelaez, Fire Chief

**BY:** Andrew Kim, Senior Management Analyst

**SUBJECT: JOB SPECIFICATION RECOMMENDATION - COMMUNITY CASE  
MANAGER SERIES**

**DATE:** September 23, 2025

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**RECOMMENDATION(S):**

It is the recommendation of the Fire Department to add a graduated series classification of Community Case Manager I/II/III to the City of Montebello's Classification Plan, and that the Civil Service Commission make a recommendation to the City Council to approve a resolution to adopt this job specification series.

**FISCAL IMPACT:**

N/A

**BACKGROUND/DISCUSSION:**

As part of the City's efforts to enhance its field-based outreach and supportive service delivery to individuals and families experiencing homelessness, mental illness, substance use disorders, or other complex social challenges, the City is proposing the establishment of a new civilian classification series: *Community Case Manager I/II/III*.

This position series will support related initiatives by providing direct case management services in both field and office settings. The Community Case Manager series is designed to build a comprehensive, multidisciplinary approach to addressing community needs while also creating a career ladder for social service professionals within City departments.

**CIVIL SERVICE COMMISSION AGENDA REPORT - MEETING OF SEPTEMBER 23, 2025**

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**ENVIRONMENTAL:**

N/A

**ANALYSIS:**

The proposed Community Case Manager I/II/III classification series includes three levels that reflect increasing levels of experience, responsibility, and independence:

1. Community Case Manager I (Entry-Level) – For early-career professionals with a bachelor’s degree; no prior experience required.
2. Community Case Manager II (Journey-Level) – For individuals with 2–4 years of case management experience.
3. Community Case Manager III (Advanced-Level) – For professionals with a master’s degree and 5+ years of experience or two years at the level of Montebello Community Case Manager II, including supervisory or lead responsibilities.

Key duties across the series include:

- Conducting psychosocial assessments
- Developing individualized service and housing plans
- Coordinating care with internal departments and external service providers
- Performing crisis intervention, advocacy, and follow-up support
- Collaborating with law enforcement, fire, medical providers, and community organizations
- Supporting data collection, documentation, and grant-related activities

Each position in this series requires a valid California Class C driver’s license, regular field-based work, and the ability to engage with diverse and high-acuity populations. Desired qualifications include bilingual ability and lived experience relevant to the populations served.

**SUMMARY:**

The proposed *Community Case Manager I/II/III* classification series will strengthen the City’s capacity to provide coordinated, compassionate, and field-based support to individuals in crisis and at risk. The new series creates a structured framework for career development, enhances the City’s ability to recruit and retain qualified professionals, and supports the continued growth of community-centered programs.

Staff respectfully requests that the Civil Service Commission approve the proposed job specification and recommend its adoption by the Montebello City Council.

**CIVIL SERVICE COMMISSION AGENDA REPORT - MEETING OF SEPTEMBER 23,  
2025**

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**ATTACHMENT(S)**

1. Community Case Manager Series Job Description

**NEXT STEPS:**

It is recommended that the Civil Service Commission:

1. Make a recommendation to the Montebello City Council to adopt a resolution amending the City of Montebello Classification Plan to include the new job classification series titled Community Case Manager I/II/III.



City of Montebello  
**COMMUNITY CASE MANAGER I/II/III**

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**Class Concept**

The Community Case Manager series supports the City of Montebello with field-based outreach efforts targeting individuals and families facing homelessness, mental illness, substance use disorders, and other complex social challenges. This position is responsible for conducting assessments, developing service and housing plans, coordinating care, and linking clients to supportive services. Case Managers work under the direction of the Social Work Supervisor or other department supervisors or managers and collaborate with City departments, first responders, and community partners.

**DEFINITION:**

Under the direction of the Social Work Supervisor or other department supervisor or manager, the Community Case Manager series performs field-based and office-based case management services to support individuals and families experiencing homelessness, mental illness, substance use disorders, or other complex social and behavioral health needs. Incumbents in this classification are responsible for conducting psychosocial assessments, developing individualized service and housing plans, providing resource navigation and referrals, and coordinating care with multidisciplinary teams, including law enforcement, fire personnel, healthcare providers, and community-based organizations.

Positions in this series are classified into three levels based on experience, scope of responsibility, and independence of action:

**Training and Experience: Any combination of training and experience that would likely provide the required knowledge and abilities is qualifying.**

**COMMUNITY CASE MANAGER I (Entry-Level)**

**Definition:**

The entry-level classification in the series. Incumbents receive close supervision and training to perform routine case management tasks while gaining experience with the City's community response systems.

**Minimum Qualifications:**

- **Education:** Bachelor's degree in social work, public health, psychology, human services, or related field.

- **Experience:** No experience required; one year of field-based or related case management experience preferred.
- **License:** Valid California Class C driver's license.
- **Desirable:** Bilingual ability and lived experience working with underserved communities.

### COMMUNITY CASE MANAGER II (Journey-Level)

**Definition:**

The journey-level classification is responsible for managing moderate to complex caseloads with minimal supervision. Incumbents may assist with mentoring entry-level staff and coordinating multi-agency case planning.

**Minimum Qualifications:**

- **Education:** Bachelor's degree in a related field.
  - **Experience:** Two (2) to four (4) years of full-time case management experience with homeless, behavioral health, or high-acuity populations
- **License:** Valid California Class C driver's license.
- **Desirable:** Master's degree in social work or related field.

### COMMUNITY CASE MANAGER III (Advanced-Level)

**Definition:**

The advanced-level classification. Incumbents function with high autonomy, lead multi-agency collaboration efforts, provide case consultation, support grant compliance, and assist in program development.

**Minimum Qualifications:**

- **Education:** Master's degree in social work, public health, psychology, or a related field.
- **Experience:**
  - Option I: Five (5) or more years of progressively responsible experience in community-based case management, including at least one (1) year of supervisory or lead worker experience.
  - Option II: Two years at the level of Montebello Community Case Manager II.
- **License:** Valid California Class C driver's license.
- **Desirable:** Clinical licensure (LCSW, LMFT) or certification in trauma-informed care.

**Example of Duties**

**Essential Duties:**

- Conduct comprehensive psychosocial assessments of clients to determine housing, health, and social service needs.

- Develop and implement individualized case plans with measurable goals and timelines.
- Provide supportive case management services to clients, including service navigation, crisis intervention, and advocacy.
- Refer clients to community-based organizations, mental and physical health providers, housing resources, substance use treatment, and other supportive services.
- Maintain consistent and professional contact with clients through in-person meetings, field-based outreach, and follow-up visits.
- Collaborate with law enforcement, fire personnel, healthcare providers, and social services to coordinate client care.
- Document all services, assessments, referrals, and progress notes in required databases in accordance with federal, state, and local program regulations.
- Monitor client progress, update case plans, and evaluate service effectiveness.
- Participate in case conferences, staff meetings, and interagency coordination efforts.
- Assist clients in removing barriers to housing, including assistance with obtaining identification, benefits, and legal documentation.
- Assist with data entry, data collection, and grant management for related grants.
- Educate clients and their families on available services, resources, and rights.

**Minimum Qualifications**  
**EMPLOYMENT STANDARDS**

**Knowledge of:**

- Principles and practices of case management and client-centered care.
- Local and regional resources related to housing, healthcare, mental health, and substance use services.
- Case tracking software or other methods
- Crisis intervention techniques and trauma-informed care.
- Relevant federal, state, and local laws and regulations pertaining to social services and client confidentiality.

**Ability to:**

- Establish rapport with diverse and vulnerable populations.
- Work effectively in field-based, high-stress environments.
- Coordinate services across multiple systems and providers.
- Exercise sound judgment, empathy, and cultural sensitivity.
- Communicate effectively, both orally and in writing.
- Maintain accurate records and timely documentation.
- Work independently and collaboratively within a team.

**SPECIAL REQUIREMENTS**

- Possession of a valid California Class C driver's license.
- Regular and reliable attendance is an essential function of this classification.
- May be required to work evenings, weekends, or holidays depending on program needs.