



Job Title: LCM Provider

Revision Date: 09/4/2025

Supervisor Title: Family Services Program Manager

Supervisory Responsibilities: None

FLSA Status: Non-exempt Hourly

Full-Time, Benefits Eligible, 40 Hours Per Week

On site attendance is essential for this role

At-Will Position

Salary Range: \$25-30 per hour

Beyond Blindness is a California Nonprofit Corporation founded in 1962 whose mission is to empower children with visual impairments and other disabilities to achieve their fullest potential. We envision a world where all children, no matter their abilities, are equipped to live full and rewarding lives. We value People First, championing and building upon the inherent strengths and value within each child, as well as Family, Connection, Impact, Inclusion, Stewardship, and Optimism.

Beyond Blindness is the only organization of its kind in Southern California that provides all of the support and services — outside of medical care — that children with visual impairments and other disabilities need to develop to their highest potential and live fulfilling lives. Beyond Blindness is a one-stop support resource for these children, and their families, and provides services in clients' homes, at its location in Santa Ana, and in schools throughout Orange County.

Position Summary

Under the direction of the Family Service Manager and/or clinical consultant the Lead Care Management (LCM) Provider will be responsible for providing direct service, as well as coordinates care management and functions as a part of a "Care Team" for the Enhanced Care Management Program (ECM). The LCM oversees specific cases, coordinates health care benefits, provides education and facilitates client access to care in a timely and cost-effective manner. The LCM collaborates and communicates with clients, caregivers/family support people, and other providers to promote wellness, recovery, independence, resilience, and empowerment, while ensuring access to appropriate services and maximizing client benefit. The LCM also serves as an advocate for clients, an active client of the interdisciplinary team, a liaison with other programs and external health and social service providers in the community.

The job duties listed are intended as a guide to the general job responsibilities.

Responsibilities

- Assess client needs in the areas of physical health; mental health; SUD; oral health; trauma-informed care; social supports; housing; legal; vocational/employment; wellness; and referral and linkage to community-based services and supports.
- Oversee the development and implementation of the Individual Care Plan/Health Action Plan
- Offer services where the client lives, seeks care, or finds most easily accessible, including office-based, telehealth, or field-based services for up to 25 clients at a time for a full-time position
- Connect clients with other social services and support that are needed (e.g., community support group) and follow up on these referrals/connections, documenting linkage and skills gained.
- With permission, coordinate/advocate on behalf of clients with health care professionals; accompany clients to office visits, as needed and appropriate
- Utilize evidence-based practices, such as Motivational Interviewing, Harm Reduction Techniques, Trauma-Informed Care principles and Mental Health First Aid.

- Work collaboratively with hospital staff regarding Transitional Care Planning
- Conduct outreach and engagement activities to facilitate linkage to the ECM program. Outreach and Engagement consist of phone calls, mailed information, and field visits.
- Evaluate progress and update goals.
- Provide mental health promotion.
- Arrange transportation
- Complete all documentation within the timeframes established by the individual action plans in adherence to Kaiser's billing requirements
- Attend trainings as assigned
- Attend outreach events as assigned

Education & Experience

- High School graduate or GED required
- Bachelor's degree in family studies, social work, human services, communications or related fields or comparable work experience preferred
- At least 3 years of relevant work experience
- Experience or knowledge in community outreach, family service, or case management
- Experience with usage if EMR/HERs/Care Management software preferred
- Strong organizational and time management skills required
- Knowledge of community resources in the local market preferred
- Demonstrated ability to interact with and influence people to establish trust and build strong relationships
- Demonstrated ability to work with diverse groups of community clients
- Comfortable using computer for documentation, communication and organizing work
- Bilingual preferred

Expectations

- **Belief in mission.**
- **Conduct self in a professional manner.**
- **Willing to work evenings and weekends.**
- **Respectful to supervisors and coworkers.**
- **Regards all employee info as highly confidential.**
- **Willingness as coordinator to answer phones and conduct other admin duties as agency needs.**

Licensing & Accreditation Requirements

All employees working for Beyond Blindness are required to always meet the following:

1. Live Scan Fingerprint clearance and background check - DOJ/FBI/Child Abuse Index (upon hire/re-hire)
2. Health Screening (upon hire/re-hire)
3. Proof of immunity to Measles or MMR Vaccination Record (one time)
4. Flu Vaccine within one year (and annually thereafter)
5. TDAP Vaccine within last 10 years (and every 10 years thereafter)
6. Current COVID-19 Vaccine (preferred)
7. Clear TB test or Chest X-ray within last 4 years (and every 4 years thereafter)
8. Current up-to-date Credential, License, Certification, Units or Training as required by position

Beyond Blindness offers competitive salary and benefits programs including medical, dental, vision and life and disability insurance to employees and generous holiday and PTO policies. We also have a variety of additional continuing education, employee referral and childcare programs for eligible employees. We are a diverse community of employees and clients with an emphasis on a culture of engagement, positivity, and support.