



## **OPEN POSITION: INTAKE CASE MANAGER**

### **POSITION SUMMARY**

**MARCH 2019**

**Organizational Background:** My Friend's Place (MFP) is a privately funded nonprofit organization with a mission "to assist and inspire homeless youth to build self-sufficient lives." For the past 31 years, MFP has operated a drop-in crisis resource center for homeless and runaway youth ages 12-24 and their children in Hollywood providing emergency, health, mental health, creative arts, and education & employment services to nearly 1,500 youth and young adults experiencing homelessness annually. Our comprehensive, multi-disciplinary program model is innovative and replicated in drop-in centers locally and nationally. We are a data lead agency committed to continuous learning and development. We are currently seeking an enthusiastic, committed, and integrous case manager to join our Intake Case Management Team.

**Job Summary:** Under the direction of the Safe Haven Intake and Crisis Coordinator, the Intake Case Manager is to provide intake and casework services to youth experiencing homelessness. Using a trauma informed model and strength based perspective, the Intake Case Manager will provide services and support to assist youth transition into healthy, independent lives. The Intake Case Manager will have extensive daily milieu interactions with all youth and will assist multidisciplinary program staff in meeting all youth needs.

### **PRIMARY DUTIES:**

#### **Intake Assessment and Immediate Need Provision:**

- Conduct intake interviews with youth/young adults, their children, and pets that are aligned with our low-barrier approach to assess eligibility for services, identify immediate needs, and provide the referrals/services necessary to resolve.
- Identify youth based on intake assessment for referral to housing case management.
- If time permits, assist Triage Case Manager to meet the case management needs of drop-in youth who are not enrolled in housing case management.

#### **Referrals:**

- Provide appropriate referrals that arise from the intake interview process and ongoing care.



- Provide referrals requested from community members and other service providers.
- Explore possible referral resources as needed.
- Advocate with referral agencies as needed to enhance youth care.
- When appropriate, maintain communication with referral agencies so as to monitor progress and provide/obtain necessary information for collaborative care.

#### **Document Assistance:**

- Assess and provide document attainment assistance, including birth records, identification cards, social security cards, Medi-Cal benefits, and more.
- Plan for and facilitate weekly trips to the DMV.
- Partner with the Safe Haven Intake and Crisis Coordinator to record, monitor and maintain service information to track resources and budget.

#### **Animal Companion Assistance:**

- Complete new pet intakes and offer services and supplies.
- Plan for and facilitate regular trips to the veterinary clinic.
- Partner with the Safe Haven Intake and Crisis Coordinator to record, monitor and maintain service information to track resources and budget.

#### **Safe Haven Milieu Intervention**

- Create and actively promote a comfortable, welcoming and healing environment where every young person is treated with dignity and respect and community is promoted
- Employ a customer service orientation in anticipating and responding to needs and requests
- Support Safe Haven Team in the supervision of all youth and the promotion of positive attachment and prosocial behavior
- Support in responding to youth who are dysregulated and provide de-escalation and problem solving opportunities, including conflict mediation, so that youth can remain safely in Safe Haven community

#### **General Case Management Duties**

- Fulfill all mandated reporting requirements, in consultation with manager
- Report all critical incidents and risk assessments immediately, consult with manager, and adhere to all other program policies and procedures
- Document all case management/crisis activities in performance management tool within 48 hours
- Explore and cultivate possible referral resources as needed
- Maintain working knowledge of current trends and development in issues related to young adult mental health, trauma informed care, and homelessness/housing
- Work with management and administrative staff in program evaluation and development



**Multi-disciplinary Meeting Participation:**

- Participate in daily and weekly cross-domain meetings meant to enhance team attunement and multidisciplinary teamwork as well as agency-wide trainings
- Partner with the Development Team to create content for agency communication
- Participate in agency fundraising events and other community efforts to educate about youth homelessness

**Experience, Education, & Qualifications**

- Bachelor degree in social work or relate field with a minimum of one year of professional experience working with youth experiencing homelessness or high-risk youth
- Commitment to agency mission and core values
- Ability to work and share critically and self-critically
- Demonstrable commitment to self-awareness and one's own healing and wellbeing as key to working responsibly and effectively with others and contributing to a healthy and equitable work environment
- Must have the ability and interest to work professionally with youth with severe trauma histories and appreciate that the behavioral expression of pain can include challenging, even hostile, behaviors
- Solid understanding of adolescent/young adult development and the impact of trauma on high-risk behavior including substance use
- Demonstrable commitment to developing trauma-focused counseling and advocacy skills
- Ability to thrive in a multidisciplinary team approach appreciating that service decisions and interventions are made in collaboration with the team
- Ability to take initiative, provide leadership combined with openness and patience in a learning environment
- Ability to think critically and problem-solve while completing assessments and developing both case and safety plans
- Strong organizational skills with an attention to details, timelines, and follow through
- Ability to balance autonomy, responsibility, and collaboration
- Open-mindedness and ability to work with diverse groups
- Articulate a positive vision for the mission of My Friend's Place
- Able to concentrate and be productive in a shared office setting
- California driver's license, automobile insurance and reliable transportation



## **PROFESSIONAL ACCOUNTABILITY**

### **Commitment to Core Values**

The following core values are fundamental to our work together and with the youth: compassion, flexibility, honesty, human worth, integrity, openness, respect, sense of humor, trust, valuing diversity, and the willingness and courage to engage, address, discuss and work across differences

### **Dependability / Reliability**

- Centers youth care
- Reports to work on time and informs appropriate staff when involved in other duties away from the agency
- Provides advance notice in a timely manner for all scheduled leave
- Maintains proper attendance requirements in compliance with agency policies, understanding the critical nature of the crisis center work

### **Attitude and Flexibility**

- Exercises good judgment under various work situations
- Adapts to changes in agency routines and issues
- Maintains flexibility in completing tasks as required by the position
- Exhibits positive daily work attitudes on a consistent basis

### **Interpersonal Relations**

- Creates a positive environment for all people in the agency by addressing issues of harassment, discrimination, or lack of respect immediately
- Continues to pursue the development of cultural sensitivity and proficiency agency-wide
- Documents challenging personnel and stakeholder situations in writing
- Exhibits cooperation and courtesy while creating a positive public image for My Friend's Place and a productive work environment

### **Quality / Quantity of Work**

- Understands and satisfactorily performs activities as assigned by the Health & Wellbeing Manager and Director of Programs
- Ensures that all work is completed to highest quality professional standards



### **Professional Leadership**

- Maintains a level of professional knowledge so as to function as a resource for all staff, volunteers, and community members for the agency's overall operation

### **Requirements, Terms and Benefits**

- Full-time non-exempt status position, occasional weekend and evening hours will be necessary. Benefits include medical and dental insurance, vacation and sick leave, and 403b retirement plan
- The physical demands 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 is frequently required to sit, stand, walk, bend, lift and carry objects weighing 25+lbs, and drive
- Job requires frequent verbal and written communication. Computer, telephone, copier, and fax use are required
- Must submit to and successfully pass a criminal history background check
- Must have access to adequate transportation and is insurable by the agency's insurance
- TO APPLY, please email resume, cover letter and salary requirements to:

**Katie Power, LCSW, Safe Haven Intake and Crisis Coordinator:**

**[kpower@myfriendsplace.org](mailto:kpower@myfriendsplace.org)**

**My Friend's Place is an Equal Opportunity and Affirmative Action Employer.**