

Youth Case Manager/Intake Coordinator

Job Purpose

The Youth Case Manager/Intake Coordinator is responsible for overseeing and coordinating client case management and intakes into the SAFE Program at Bright Futures for Youth (BFFY). This involves overseeing all referrals for youth at risk of and experiencing homelessness, including data entry into appropriate databases, making needed interagency referrals, providing housing navigation and stabilization support, coordinating with Nevada County Behavioral Health, participating in Housing Resource Team Meetings and other interagency collaboration duties as necessary. This position works closely with the SAFE Program Director to utilize workflows, policies and procedures, ensure continuous quality improvement, and coordinate with staff and volunteers. Additionally, the Youth Case Manager/Intake Coordinator helps develop and implement life skills and expanded learning activities for vulnerable youth. This is a full-time, non-exempt position supervised by the SAFE Program Director.

Primary Duties and Responsibilities

Referral Intake and Tracking

- Receive and respond to referrals in a timely manner, schedule intake appointments, create initial case plans.
- Be an active liaison with referral sources to identify and cultivate new referrals, strengthen, and solidify relationships with established partner agencies and provide information to the community regarding services and programs.
- Track referral and intake timeliness
- Administer needs assessments and pre-surveys as part of intake process

Case Management

- Provide case management services to runaway, housing insecure, and couch-surfing youth
- Introduce eligible clients to BFFY resources or other community resources if needed
- Provide transportation as needed
- Follow-up with youth placed in safe housing alternatives
- Assist with Medi-Cal, CalFresh, CalWorks eligibility and enrollment as appropriate
- Make referrals to Behavioral Health and other mental health service providers
- Help with college and/or career and technical education applications and FAFSA
- Assist with crisis intervention

- Enter ALL client data into SalesForce, NPSF AND HMIS systems. Must maintain SalesForce, NPSF and HMIS updated with all client information and data.
- Participate in collaborative case management meetings and activities
- Attend Nevada County Behavioral Health and Family Team Meetings (CFTs)
- Attend and participate in all relevant supervisions, meetings, and trainings
- Participate in Housing Resource Team Meeting and follow up with County and partner agency staff as needed.

Data Tracking and Reporting

- Maintain accurate and current client information and data in various databases. Maintain statistical data and complete reports in a timely and accurate manner.
- Support Program Director with demographics and outcomes reporting
- Participate in agency Program Quality Improvement activities and initiatives
- Participate in agency safety initiatives and proactively report safety issues to management immediately

Other Duties and Responsibilities

- Attend program events, activities, life skills/expanded learning activities as needed or requested.
- Attend and help with fundraising activities as needed or requested.
- Attend agency and other program meetings as requested.
- Complete professional development, skill-building trainings, and other required trainings as directed by the SAFE Program Director, Associate Director, or Executive Director
- Provide general office or program support when needed.
- Willing to work occasional weekends and evenings.
- Maintain a professional appearance.
- Always maintain full confidentiality about youth and families.
- Perform other related duties as assigned by Program Director, Associate Director, or Executive Director.

Qualifications

Education/Experience

- Minimum of bachelor's degree in social work, psychology, or related field required. Master's degree preferred.
- Work experience in case management and crisis intervention
- Experience working with youth with trauma, adverse childhood experiences, and homelessness preferred
- Experience working within systems of care
- Lived experience preferred

- Bilingual Spanish speaking is a plus but not required

Knowledge, skills and abilities

- Excellent rapport with clients and caregivers
- Ability to manage multiple tasks at one time
- Ability to work under pressure and to stick to timelines
- Attention to details
- Strong organizational skills as well as the ability to work in a cooperative environment
- Excellent interpersonal communication, time management, and organization skills
- Excellent verbal and written communication.
- Experience conducting mental health screenings
- Experience or familiarity working with Medi-Cal is a plus but not required

Proficiency in the use of computers for:

- Microsoft Office Programs
- Google Drive and Docs
- Data entry into database
- HMIS and/or Medi-Cal billing experience is a plus but not required

Personal characteristics

The Case Manager/Intake Coordinator should demonstrate competence in some or all of the following:

- Commitment to working with diverse clients, and self-awareness regarding issues of race, ethnicity, class, sexual orientation, gender identity, religion/spirituality, and disability.
- Enthusiastic and strengths-based approach to partnering with youth and collaborating with peers.
- Commitment to effectiveness, prioritizing efficiency and follow-through.
- Commitment to self-reflection and personal awareness as a means of being able to remain emotionally available and connected with youth, and function as an engaged team-member
- Ability to view families, both biological and chosen, as resources and support systems for youth, and commitment to involve families in services.
- Behave ethically: Understand ethical behavior and business practices and ensure that their own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- Build relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Communicate effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

- Focus on client needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- Foster teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Equal Employment Opportunity

Bright Futures for Youth provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Bright Futures for Youth may change the specific job duties with or without prior notice based on the needs of the organization.