



Position Available: Triage Case Manager for Youth Access Drop-In Center

POSITION SUMMARY

March 2021

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 thirty 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 1,300 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 Triage Case Manager (TCM) to join our Health & Wellbeing Team.

Job Summary: Working from a trauma informed, strengths based, and harm reduction approach, the TCM will address urgent basic needs and psychosocial issues facing youth and young adults experiencing homelessness in a drop-in setting. This position provides a variety of supportive and case management services including coaching, mentoring, behavioral support, housing focused case management and other services. The TCM will have extensive daily milieu interactions with all youth and will assist multidisciplinary program staff in meeting all youth needs. This position is under the programmatic oversight of the Health & Wellbeing Manager and the direct supervision of the Health & Wellbeing Coordinator.

PRIMARY RESPONSIBILITIES

- Maintain a caseload of youth with varying needs including young people with histories of trauma, mental health, substance use and high risk behaviors
- Conduct in-reach and care coordination for Access Center eligible youth in order to urgently resolve homelessness
- Manage community referrals and through the triage process, determine next steps for linkage to resources
- Complete intake & orientation when appropriate for enrollment into Access Center Program
- Complete Assessment & Intake into Coordinated Entry System (CES) when appropriate
- Assess immediate needs and provide resource linkage & advocacy through CES when possible
- Provide weekly support to youth enrolled in Access Center through regular communication, housing referrals, education & employment referrals, mental health referrals and additional resources/referrals when indicated
- Coordinate, facilitate, and transport youth to housing related and other wellness appointments

- Help youth identify and engage natural and community supports promoting permanent connections
- Complete general operational and administrative work such as compiling data, preparing reports, researching new referrals and drafting correspondence
- Organize and maintain program files and materials through data entry and database maintenance, including CiviCore (internally) and Clarity (externally). This includes self and peer auditing of charts on a regular basis
- Become familiar with LAHSA contract, in particular understanding the Scope of Required Services as it relates to daily functions
- Assist with special projects as assigned by direct supervisor or manager
- Responsible for maintaining professional working relations and providing assistance to supervisor, manager and all program leads
- Other duties as assigned

Additional Case Management Duties

- Fulfill all mandated reporting requirements, in consultation with supervisor or manager
- In consultation with direct supervisor or manager, provide supportive counseling, risk assessment, safety planning, skills coaching, and sobriety contracting
- Report all critical incidents and risk assessments immediately, consult with supervisor or 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

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

Meeting Participation:

- Participate in daily and weekly cross-domain meetings meant to enhance team attunement and multidisciplinary teamwork as well as agency-wide trainings
- Participate in weekly meetings with supervisor and project meetings to include manager
- 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
- Attend grant required trainings and meetings

Experience, Education, & Qualifications

- Bachelor degree in social work or related 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:

Erin Krummes, LCSW, Health & Wellbeing Manager

ekrummes@myfriendsplace.org

EQUAL OPPORTUNITY EMPLOYER: My Friend's Place is an Equal Opportunity Employer. Qualified applicants are considered for employment without regard to age, race, color, religion, national or ethnic origin, gender identity and/or expression, sexual orientation, status as a protected veteran, status as an individual with a disability, criminal history in accordance with the law, or any other legally protected characteristics. Everyone is encouraged to apply for available employment to ensure our staff reflects the diversity of the young people served by My Friend's Place.