



Specialty Youth Case Manager (Bilingual Eng/Sp) Job Description

APPLICATION DEADLINE: Open until filled

POSITION AVAILABLE: ASAP

Date Posted: 11/2/2020

About the North Marin Community Services North Marin Community Services (NMCS) is a one-of-a-kind 501c3 non-profit agency with a mission to empower youth, adults and families in our diverse community to achieve well-being, growth and success. NMCS, a merged organization of the Novato Youth Center and Novato Human Needs Center, was formed on January 1, 2018. Become a part of the NMCS community filled with youth, families, and a dedication to providing a supportive, professional working environment. Located in beautiful Novato/CA, Marin County, we value teamwork and collaboration, cultural competence, excellence, integrity, and learning and continuous improvement. Visit www.northmarincs.org for more information about us.

Job Title: Specialty Youth Case Manager (Bilingual ~ English/Spanish)

Status: Nonexempt, 1.0 FTE (40 hours/week), Monday-Friday with occasional nights and weekends

Salary Range: \$24-26/hr (\$49,920-\$54,080/yr), depending upon experience. Generous benefit package including medical and dental benefits, PTO, employee assistance program, up to 2% retirement employer match, and childcare discount.

Reports to: Intensive Care Coordination (ICC) Manager

Purpose: The School Works Initiative (SWI) program's intention is to identify and provide early diversion support to youth at risk of entering the Marin Juvenile Probation system. In Marin County, Latinx youth are disproportionately represented at all levels of court involvement. The SWI program aims to provide early interventions specifically for Latinx youth in an effort to challenge this dynamic. SWI services are offered for youth ages 8 to 14 at targeted NUSD Schools. Services are provided by a **Specialty Youth Case Manager** at those school sites as well as the family's home or other identified community locations.

Essential Functions:

- Serve an active caseload of 15 youth and their families through the SWI program for an average service duration of six months.
- Work closely with a deputy probation officer as well as identified school liaisons at to ensure that all providers involved understand the goals of the SWI program and how to access services.
- Collaborate with a multi-disciplinary team at each school to identify potential students and families for referral.
- Complete a collaborative risk and strengths assessment with each youth and family referred.
- Work with the youth, family, and Coordination of Services Team to create achievable goals and objectives for each student and family.
- Provide individual interventions to each youth, such as coaching, behavioral support, advocacy, counseling and linkages to other essential services and supports.
- Partner with each youth's caregiver(s) to provide parent education, modeling, coaching, supportive problem solving, and family communication guidance.
- Be the primary point of care coordination, working directly with the youth, caregiver, and school staff to provide direct services while also facilitating collaboration between all members of the Coordination of Services Team.
- Link families to resources that will remain in their lives even after formal service involvement has ended, including helping the family identify and strengthen their network of informal support.
- Maintain appropriate record keeping and reporting requirements.
- Assist in data collection for further program development and research.

- Attend weekly individual supervision with Program Manager and attend staff meetings, as well as other clinical consultation meetings and trainings, as assigned.
- Participate in program planning and evaluation activities taking into consideration local and county-wide needs/resources.
- Input and maintain documentation and ensure that all paperwork and charting requirements/reports are completed, valid, and submitted in a timely manner. Utilize the Apricot system.
- Adhere to the risk and safety protocols and other procedures described in the program manual.
- Be a strong ambassador for the agency including knowing and adhering to the agency's mission, values and programs; referring program participants; and engaging volunteers and donors when possible.
- Assist with the Rental Assistance Program on behalf of SWI families, as appropriate.
- Additional Duties as assigned by ICC Manager, Director of Wellness Programs or management.

Minimum qualifications:

- Bachelor's degree in a related field and/or at least four years of experience providing bilingual case management.
- Bilingual English/Spanish required (verbal and written).
- Experience providing case management services to teens and families
- Strong communication skills, including good listening skills, and speaking in a way that is understandable depending on the audience at hand.
- Time-Management and Organizational Skills: Ability to track multiple clients with various needs and various stages of need. Ability to transition smoothly between various job functions.
- Compassion toward people who are struggling and a love of helping.
- Problem-Solving Skills: Think critically and clearly about client situations to find solutions.
- Must be able to work both autonomously and as part of a team.
- Must demonstrate good judgment and emotional stability
- Proficient in Microsoft Office, including Word, Excel, PowerPoint, and Publisher.
- A valid driver's license, and must be insurable under the agency's current auto insurance policies. Also, must be able to provide own car (eligible for mileage reimbursement).

Other Requirements:

Job may include walking up and down stairs, standing, lifting and moving small items of up to 25 lbs. Candidate must pass a Live Scan background check, T.B. clearance test, and a pre-employment health exam. An applicant with a conviction, other than a minor traffic violation, including a misdemeanor and/or felony, will not receive background clearance.

To apply for this position:

Please submit your resume and cover letter by e-mail to:
 HR@northmarincs.org
 North Marin Community Services
 Attn: HR Department