



YOUTH SERVICES CASE COORDINATOR

DEFINITION

Under general supervision of the Youth & Family Services Manager, the Youth Services Case Coordinator provides outreach, consultation and education to assist Tri-Valley families in developing problem solving skills; ensures that a case plan is formulated for each family served; performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Youth Services Case Coordinator is distinguished from the Family Therapist job classification in that the latter holds professional California licensure as a MFCC, LCSW and/or Licensed Psychologist and provides mental health counseling services to families, youth and children at the Horizons Family Counseling center.

SUPERVISION RECEIVED

General supervision is provided by the Youth & Family Services Manager.

SUPERVISION EXERCISED

May provide lead direction to clerical and temporary employees.

EXAMPLES OF IMPORTANT AND ESSENTIAL FUNCTIONS

Outreach and Coordination Functions

Responds to requests from family members, Horizon's Counselors, law enforcement, school officials and other agencies to provide conflict resolution and referrals; initiates and coordinates services which includes arranging connections and transportation services; determines need for and conducts inter-agency and/or family conferences; develops a family-based plan for each child served; ensures the continuity of service and follow up and that services are provided in collaboration with other agencies; participates on county and local multi-disciplinary teams; provides advocacy for clients; ensures that the service plan is comprehensive and appropriate to the family needs; monitors the provision of services and family follow through including school attendance; conducts home visits; enrolls family members in specific education classes,

support groups and other programs; participates in a multi-disciplinary team as well as an inter-departmental team to develop/implement client case plans.

Administrative Functions

Prepares oral and written studies, reports and recommendations; makes public presentations; maintains detailed client records; informs manager of general activities; reviews all necessary documentation for completeness; and utilizes personal computers to perform word processing functions.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Demonstrated Knowledge of:

Social resources and services including financial, social, recreational, cultural, housing and legal advocacy services; function and organization of public assistance, social service system, juvenile justice system, public schools system and other organizations and systems; principles, practices and methods of social case work services; principles and practices of interviewing, information gathering and presentation; family dynamics and human behavior; and narrative case report writing practices.

Demonstrated Skills to:

Prepare complete and detailed documentation of meetings with clients and case management; plan, develop and implement case treatment plans; engage clients in the problem solving process; conduct home visits; interpret and explain complex laws and regulations to clients and the general public; coordinate resources with other community agencies and services; facilitate the identification of underlying issues and involve all family members, starting with first contact; maintain good working relations with clients, colleagues, supervisor, police administration, other City employees and representatives of other community agencies; develop a close working relationship with law enforcement, probation department, school district and other related agencies; work on multiple projects and effectively set priorities; work effectively with all family members, including those who display irrational behavior and express unreasonable demands; effectively communicate with individuals from diverse ethnic and socio-economic backgrounds; present written and oral reports; utilize personal computers and computer software to perform word processing functions; and exemplify an enthusiastic, resourceful, and effective service attitude with those contacted in the course of the work.

Ability to:

Learn and refer clients to local resources and services; learn provisions and implementation of Comprehensive Youth Services; learn juvenile justice diversion and status offender services; comply with the Police Department's General Orders and the City's rules and regulations and other policies.

Experience, Education and Training Guidelines:

Any combination of experience, education and training that would provide the best qualified candidates. A typical way to obtain the knowledge, skills and abilities would be:

Experience: One year of related experience in providing community or school social work and/or juvenile justice.

Education: Equivalent to a Master's Degree in social work or a related field. A Bachelor's Degree in a relevant field and four years of related experience may substitute for the Master's Degree.

Training: Any recent training such as academic courses and certification programs which are relevant to this job classification.

License: Possession of a valid California driver's license and a satisfactory driving record as determined by the City of Livermore.

Other Requirements: Willingness and ability to work scheduled and emergency overtime; work evening hours, holidays, and weekends; be available on stand by and call back, as required; travel out of town and attend meetings, conferences and seminars during work and non-work hours.

Special Requirements: Essential duties may require the mental and/or physical ability to work in a standard office environment; utilize a computer; converse and listen to clients by telephone and in person; speak to large groups and be clearly understood; ability to sit for hours at a time; drive a motor vehicle; and take notes and fill in report forms.

File: Youth Services Case Coordinator
Job Code: 952
FLSA: Nonexempt
Unit: Municipal Employees' Agency for Negotiation
Revised: 2/99