



## Hope585 Job Description

<b>JOB TITLE:</b>	Youth Counselor & Case Manager
<b>DEPARTMENT:</b>	Hope585 Programs
<b>REPORTS TO:</b>	Oni Colon, Director of Family Services
<b>Pay</b>	\$25.00-\$27.00 per hour
<b>FLSA STATUS:</b>	Full-Time

**PURPOSE SUMMARY:** The Youth Counselor/Case Manager is responsible for providing short-term, immediate counseling and case management to youth in crisis. The Youth Counselor/Case Manager will provide flexibly scheduled mobile services in community-based settings throughout the city. The youth Counselor/Case Manager receives referrals from the City of Rochester's Person in Crisis Team (PIC) and other Crisis Intervention Service Unit teams. An Individualized Service Plan is developed and implemented based upon assessments and goals identified by the youth, including appropriate prevention activities. The Youth Counselor/Case Manager then provides short-term counseling and activities that focus on resolving identified problems and/or assessing and improving the level of youth and family risk and protective factors. The youth Counselor/Case Manager also provides crisis intervention, as well as family counseling and information and referral services, as needed. This is a full-time position.

<b>Essential Functions:</b>	<b>Percentage Time Spent</b>
<b>Facilitate youth intake and counseling sessions:</b> <ul style="list-style-type: none"> <li>• Provide short-term, immediate mental health services to children in distress</li> <li>• Conduct assessments using clinically validated instruments and subjective interviews</li> <li>• Complete intake phone screens within one business day of receiving referrals</li> </ul>	50%
<b>Casework (session planning, case related phone calls, case management):</b> <ul style="list-style-type: none"> <li>• Carry a caseload of 10-12 youth</li> <li>• Enter case notes and other data as needed within 48 hours of intake, session or discharge completion into Salesforce</li> <li>• Engage family members in the child's treatment plan and goals as warranted</li> <li>• Make referrals for other services related to short and long-term well-being, including family therapy, health home care management, and basic needs</li> <li>• Act as a resource to parents/caregivers who seek services integral to family well being</li> </ul>	20%

<ul style="list-style-type: none"> <li>Collaborate with other PIC team members to address the whole family's need</li> </ul>	
<b>Program planning and program related meetings:</b> <ul style="list-style-type: none"> <li>Attend required meetings and trainings at The Hope585, including staff meetings, and other gatherings</li> <li>Regularly attend relevant Person in Crisis team and other Crisis Intervention Service Unit team meetings, community meetings, supervision, and consultation</li> <li>Gather data for monthly/quarterly grant reporting, ensuring reports are submitted in a timely manner</li> </ul>	10%
<b>Aftercare:</b> <ul style="list-style-type: none"> <li>Complete aftercare check in 30 days after discharge and again at 60 days after discharge when necessary</li> <li>Complete aftercare plan and review this with the youth and family to ensure follow-up care is being completed.</li> </ul>	10%
<b>Transportation:</b> <ul style="list-style-type: none"> <li>Transport youth to and from counseling sessions when needed.</li> <li>Transport youth into the community for counseling sessions.</li> <li>Transport to appointments that support the youth's service plan when needed and when availability allows for this.</li> </ul>	10%

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to demonstrate proficiency in meeting competencies required for the position; able to perform each essential duty satisfactorily with or without reasonable accommodations. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION AND EXPERIENCE:**

Master's Degree in Social Work or Psychology field preferred, plus three years of experience practicing with children and families who have experienced trauma required.

**SKILLS, KNOWLEDGE, AND ABILITIES:**

- Advanced knowledge of the clinical treatment of children.
- Knowledge of child abuse; child protective and law enforcement investigation procedures; and the legal reporting mandates for professionals.
- Strong organizational and communication skills.
- Solid understanding of resources available in the community.
- Demonstrated proficiency in collaborative teamwork.
- Demonstrated a history of effective engagement with people of diverse backgrounds.
- Outstanding ability to work cooperatively with service providers.
- Excellent computer skills and proficiency with Microsoft® Office and database software.

- Respect for and appreciation of diversity and a commitment to providing culturally relevant and inclusive services.

**ORGANIZATIONAL STRUCTURE:** Position reports to the Director of Family Services.

*A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.*

## **COMPETENCIES:**

### **Critical Core Competencies**

**Exceptional Leadership Qualities:** Can give and take redirection, can follow instructions, and give instructions. Can calmly handle conflict apart from emotions. Ability to take charge in difficult situations and anticipate the needs of parents and families. Must be proactive and confident.

**Action Oriented:** Works hard; demonstrates energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others

**Ethics and Values:** Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.

**Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

**Interpersonal Savvy:** Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

**Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.

**Self Knowledge:** Knows personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balanced (+s and –s) performance reviews and career decisions.

**Strong Values:** Prioritizes integrity, character, excellence, honor, dignity, and hard work.

## **MENTAL AND EMOTIONAL REQUIREMENTS:**

- Capable of following all program and state requirements.
- Demonstrate compassion and tolerance for diverse personalities, lifestyles, and cultures; deal calmly and professionally with individuals at various levels within and outside of the organization.
- Effectively handle multiple, simultaneous, and changing priorities.
- Exercise discretion on both internal and external confidential matters and ensure security of client files and agency materials.

**Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.**

Interested candidates should send their resume to Oni Colon, Director of Family Services at [ocolon@hope585.org](mailto:ocolon@hope585.org).