



## Job Description

### General Information:

<b>Common Job Title:</b> Intake Case Manager	<b>Official Job Title:</b> (HR to complete) Counselor,TSY,Intake,Shelter Services
<b>Department / BGAS Code: 21COU019</b> Transitional Services for Youth	<b>FLSA Status:</b> Non-exempt
<b>Reports to:</b> Program Supervisor	<b>Type:</b> Regular, full-time
<b>Job Level:</b> Level 7	<b>Standard shift hours / Hrs per week:</b> As needed by the program
<b>Revised:</b> June 1, 2010	<b>Eligible for benefits:</b> Yes
<b>Market Pay Range:</b> \$14.13 - \$15.29/hr	<b>Job # 10-31</b> <b>Internal Posting Only</b>

### Essential Functions:

- Respond to a broad range of calls from youth, parents, teachers, police, community agencies, etc. Assess calls for appropriate services; provide counseling, crisis intervention, and referral to appropriate services.
- Respond to referrals for placements from contractors and community partners such as Law Enforcement Agencies, Juvenile Departments, Child Abuse Hotline, Juvenile Detention, etc. Have knowledge of all Shelter Services programs and make appropriate decisions regarding youth referred for placement.
- Provide appropriate program screening, intake and assessment, determination of appropriate foster home placement and transportation of youth to the foster home.
- Establish rapport with youth and caretakers during the intake process to assist with relational entry into the program. Coordinate transition with assigned case manager/counselor to ensure relational continuity for clients as they come into care. Escort client into the program, and be mindful of future interactions with the client to provide continuity of care and connection (i.e. during future intakes to the program or other times when opportunities for contact occur.).
- Work closely with Program Supervisor to prioritize intakes in order to maximize utilization while ensuring appropriate, safe placements in the program. Utilize communication tools (phone, email, meetings) to stay abreast of issues and dynamics in facilities and foster homes to inform placement decisions.
- Complete all paperwork, including intakes and status reports to contractors, in a timely manner.



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- Provide prompt and accurate details of placements, shelter home availability, case management, documentation of contacts and activities.
- Provide all necessary communication with other agency staff to support the consistent provision of services, including information regarding foster home placements, foster home availability, client needs, scheduling of appointments, communicating and coordinating with night/weekend staff, etc.
- Attend team or employee meetings and trainings as required.
- Develop initial service plans for assigned youth and families and pass onto designated program.
- Assist Program Supervisor with the coordination of 24 hour on call intake system, including communication flow between day and after hours shifts, consulting, and scheduling.
- Accurately document all services as required by program procedures. Maintain and update all necessary databases for tracking client progress, program objectives and outcomes, and contractual and licensing requirements. This includes client files as well as ancillary databases and tracking systems.
- Practice and model best practices with regard to confidentiality, positive youth development, cultural competency, and shelter case management.
- Attend all program and department meetings, as well as community liaison meetings as assigned by program supervisor.
- Model staff empowerment principles in the workplace and practice proactive problem-solving skills in a service/treatment team environment.

### **Qualifications and Job Requirements:**

- **Job Knowledge:** Master degree with major study in social work, psychology, sociology, or a closely allied field and a year experience, or BA in one of those fields with 2-3 years experience. Master Degree is required where the provider contract requires it. Must have demonstrated knowledge and understanding of systems of care for youth and families including, child welfare, juvenile justice, mental health, and substance abuse and treatment. Must have general knowledge of runaway and homeless youth population including knowledge of needs, services and systems of care for runaway and homeless youth. Level 5
- **Supervising:** No regular supervisory or lead responsibilities. May provide guidance, support and direction to Youth Care Counselors regarding the supervision of youth, addressing special needs, and implementing rewards and consequences. Level 1
- **Decision Making:** Must be able to exercise sound judgment based upon standards of practice in moment-to-moment stressful situations involving youth and families. Must be able to work independently in a community setting. Must be able to provide appropriate



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services to people from diverse socio-economic, racial, ethnic and other cultural groups.  
Level 4

- **Interpersonal Skills/Interactions:** Communication and interpersonal skills important; interacts and communicates with youth, families and community partners frequently inside and outside of the agency. Ability to establish quick rapport with youth and caregivers is essential. Collaboration and cooperation are necessary. Interactions with others are complex, and may be demanding and difficult. Must be able to appropriately interact with people from diverse socio-economic, racial and ethnic cultures. Level 4.
- **Impact:** Regular contact with youth, families and community partners, Influences treatment outcomes of clients, Minimal influence on revenue, expenses and budget. Develops services and plans which address the needs of diverse socio-economic, racial, ethnic and other cultural groups served. Level 3

### **Additional Skills & Abilities:**

- Ability to work collaboratively with other agencies and diverse philosophical viewpoints and diverse youth populations (i.e., emotionally disturbed, delinquent, status offenders, pregnancy related, or parenting issues).
- Ability and willingness to speak in public and actively promote program services.
- Understanding of cognitive/behavioral program methods, positive peer culture or other relevant framework preferred.
- Ability to conceptualize and implement innovative strategies.
- Knowledge of general computer operating systems, including Microsoft Outlook or other similar email and calendar software, Microsoft Word, and Excel or other database software systems.
- Good written and verbal skills, including knowledge of treatment and service planning.
- Must possess a valid Oregon driver's license and maintain a good driving record that is eligible for coverage by the agency's current insurance provider.
- Must have own transportation and be able to drive frequently.
- CPR/First Aid (provided)
- Official Transcripts documenting relevant class work and degrees
- Social Security Card

### **Physical Requirements and Work Environment:** Level 2

- Regular and predictable attendance is required.
- Must be able to lift 10 pounds on an occasional basis.



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- Stands, walks, bend, stoops, and sits in front of a computer screen keyboarding on a consistent basis.
- May work outside or transport clients under a variety of conditions.
- May encounter highly anxious/agitated youth and their families.