

## Job Description

**Title:** Clinical & Crisis Care Manager  
**Reports to:** Director, Residential Services  
**Classification:** Exempt, Salaried  
**Hours:** Full-Time, with some flexible, weekend, and on-call hours  
**Hiring Range:** \$39,000-45,000 annual salary, depending on education and experience  
**Work Week:** Monday 12:00 AM to Sunday 11:59 PM (AGENCY WORK WEEK FOR PAYROLL)  
**Required to Transport Clients:** Yes  
**Supervisory Duties:** No  
**Required to Drive in the Course of Conducting Business:** Yes  
**Meets Policy Requirements for Company Cell Phone/Phone Stipend:** Work cell phone provided for Safe Place calls

## Background

Since 1975, Pendleton Place (PP) has been a place of safety and comfort for children and youth experiencing trauma. PP is committed to innovative approaches that will establish communities where children are safe, families are strong, and victims become whole again. We help children, youth, and families through a focus on residential adolescent and young adult care, supportive community services for at-risk families, an array of youth homelessness services, and comprehensive assessment for children and families involved with the child welfare systems.

PP's Emergency Youth Shelter (EYS) provides a combination of shelter-based services to both children (under 18) and young adults (18-21) experiencing some form of homelessness and crisis. The EYS offers shelter, food, clothing, educational support, life skills training, and counseling services to runaway and homeless minors who have left home without permission of their parents or guardians; have been forced to leave their home; cannot live safely with a parent, legal guardian, or relative; have no other safe alternative living arrangement; or other homeless youth who might otherwise end up in contact with law enforcement or in the child welfare, mental health, or juvenile justice systems. The focus of the EYS for minors is enhancing outcomes in the areas of social and emotional well-being, permanent connections, education, employment, and stable housing. It is built upon the principles of Positive Youth Development (PYD) and trauma-informed care. The EYS also offers overnight shelter services to young adults 18-21 who are experiencing homelessness and need a safe, supportive place to sleep and connect to other services that will move them toward housing permanence.

## Position Summary

The Clinical & Crisis Care Manager (CCCM) is an integral part of the daily operations (and coordination team) of the EYS and provides direct, trauma-informed care (“on the floor” and “off the floor”) to EYS and Safe Place clients. The CCCM delivers high-impact counseling, light case management, transportation and advocacy services to shelter guests experiencing homelessness, including street youth and runaway youth (minors and young adults). The position is expected to coordinate, implement, measure, and update the overall care plan for the resident’s emotional, social, and physical well-being. This includes managing referrals and service linkages between partner agencies. Screenings and assessments will be performed by this position to identify needs as well as safety and behavioral concerns. Key features of the CCCM duties, such as comprehensive case planning, access to healthcare and counseling, outreach, therapeutic talking sessions and documenting incidents in HMIS must be planned and executed in an efficient manner. The CCCM plans the day-to-day counseling sessions as well as delivers the case management for all the long-term and short-term guests of the shelter. This position also manages the Safe Place program, serving as the on-call staff during day-time hours, and as the outreach coordinator for Safe Place. This role will also participate in the general on-call rotation (typically once every eight weeks). The position requires consistent and effective communication with the Manager, EYS as well as the Director of Residential Services. The CCCM will also collaborate with

**This is not a contract. Nothing in this document will alter the At-Will Employment Relationship.**

**Clinical & Crisis Care Manager  
Last Updated: April 2022**

the YRC team for outreach and staffing on shared youth and young adults. The CCCM is responsible for attending regular trainings and monthly program meetings to support the goal of working in a team-oriented environment. The CCCM is required to complete a minimum of fourteen (14) hours of field-related training yearly provided on the job through Pendleton Place. This position will act as a liaison to external stakeholders such as physicians, DSS workers, law enforcement, therapists, school district employees, and more as part of the coordination of care for EYS and Safe Place clients.

The CCCM will support the agency's mission, adhere to its values, maintain the confidential nature of the agency's services and perform the duties of the position in a professional manner. While the CCCM will typically work during normal weekday business hours, occasional nights and weekends will be required in order to meet the on-call staffing needs of a 24-hour shelter model.

### **Essential Functions of Position**

*Note: These tasks are illustrative only; to carry out the day-to-day functions of the job, other duties may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

- Leadership, Training & Supervision
  - Assist with the planning and facilitation of staff meetings to identify and develop strategies that meet the needs of program clients and staff; identify staff performance improvement opportunities and assist staff in achieving those improvements, particularly as it relates to therapeutic techniques and trauma-informed care
  - Assist with staff training across all shifts
  - Model best practices and guide other staff in appropriate, trauma-informed decision-making
  - Assist program leadership with the monitoring and implementation of Individualized Crisis Management Plans and Care Plans
  - Serve as 24-hour, on-call contact in rotation with other members of the shelter coordination team
  - Assist with resident intakes and discharges
- Clinical Services
  - Conduct counseling sessions in group or individual settings to help residents cope with problems related to family issues, trauma histories, drug and alcohol abuse, and any other related issues
  - Offer additional support to family members by facilitating therapeutic talking sessions or scheduling visitations during appropriate times; coordinate services with partners/multi-disciplinary teams
  - Assist other staff members in developing an appropriate plan of success for each individual child or young adult on the caseload
  - Monitor each resident's progress during treatment or residence by employing evaluations, gathering documentation and assessing specific goals
  - Demonstrate model behavior, appropriate communication skills and positive feedback so resident children and youth can make progress with positive behavior interventions
  - Ensure safety of residents by following all proper regulations, safety recommendations and procedures each day
  - Record information and document incidents as they occur to help keep track of problem behaviors or unsafe conditions in the shelter
  - Act as a resource to individual residents when they need guidance or advice about specific life situations or social issues
  - Develop crisis plans
  - Understand and appropriately implement the use of Agency behavioral tools and policies (e.g. TCI, ICMP, Shelter Operations Handbook)
  - Remain proficient in use of Agency software maintaining accurate and complete documentation, files and forms; maintain client charts and assist with audits of documentation
  - Demonstrate the ability to utilize de-escalation techniques and emergency safety interventions

**This is not a contract. Nothing in this document will alter the At-Will Employment Relationship.**

**Clinical & Crisis Care Manager  
Last Updated: April 2022**

- Daily Shelter Operations
  - The CCCM will be called upon to assist with floor duties such as: daily activities, transports, facility maintenance, learning activities, shopping, meal prep, independent living skills, resident monitoring, documentation, medication administration, etc.
  - The CCCM will provide trauma-informed case management, transportation, and other services required by shelter guests
  - The CCCM will liaison with the YRC staff
  - Perform other duties as required

## Qualifications

### Minimum Qualifications

- Master’s degree from an accredited university or college in social work, counseling, or other clinical discipline received or earned within 90 days of hire
- Professional licensure (in good standing) in South Carolina (SCLLR): LMSW, LMFT, LPC, etc. or acquisition of licensure within 12 months of hire, supported and subsidized by Pendleton Place
- Experience working with troubled/traumatized adolescents and/or young adults
- Ability to follow written and oral directions
- Physical ability to lift and carry 50 pounds
- Commitment to diversity and inclusion and ability to work with diverse clients
- Willingness/ability to treat all clients and staff with respect and dignity
- Excellent communication, organization, problem solving, time management, and follow-up skills
- Ability to quickly and decisively adapt to changing situations and continue to progress toward goals and priorities
- Ability to serve as a role model for all residents
- Satisfactory physical examination, TB test, criminal history check, driving record, and background check including the Child Abuse and Neglect Central Registry, Sex Offenders Registry, and Motor Vehicle Department
- Possession of a valid South Carolina driver’s license

### Desired Qualifications

- 2 or more years of experience in a residential, child welfare, or youth services setting
- Advanced training in child welfare, Positive Youth Development, runaway/homeless youth services
- Experience working with Family & Youth Services Bureau or HUD programs/shelter operations

Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Lifting Requirements				
10 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A

This is not a contract. Nothing in this document will alter the At-Will Employment Relationship.

Clinical & Crisis Care Manager  
Last Updated: April 2022

51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
<b>Pushing and Pulling Requirements</b>				
12 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
<b>Definitions</b>				
<b>N/A</b>	<b>Not Applicable</b>	Activity is not applicable to this occupation		
<b>O</b>	<b>Occasionally</b>	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)		
<b>F</b>	<b>Frequently</b>	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)		
<b>C</b>	<b>Constantly</b>	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)		

*The organization has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your At-Will employment, and the organization reserves the right to change this job description and/or assign tasks for the employee to perform, as the organization may deem appropriate.*

*Do not sign below unless a job offer has been made to you using this job description; signature not required for those making an application.*

I \_\_\_\_\_ have read and understand this job description and agree that I am able to perform the essential functions outlined in this job description. I understand that failure to provide information or omission of information pertaining to my ability to meet the requirements of the job or my inability to perform the essential job duties will be cause for immediate termination of employment, regardless when or how discovered.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_