

## Job Details

**Title:** Youth Case Coordinator

**Reports to:** Youth Resource Center Director

**Classification:** Exempt

**Hours:** Full-Time; standard weekday hours with some flexibility required due to on-call hours

**Hiring Range:** \$35,360 - \$45,760, based on experience and education

**Work Week:** Monday 12:00 AM to Sunday 11:59 PM (AGENCY WORK WEEK FOR CALCULATING OVERTIME)

**Required to Transport Participants?** Yes

**Required to Drive in the Course of Conducting Business?** Yes

**Meets Policy Requirements for Personal Cell Phone Use Stipend:** No

**Meets Policy Requirements for Company Cell Phone:** Yes

## Background

Since 1975, Pendleton Place (PP) has been a place of safety and comfort for children hurt by abuse and neglect. 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 and families through a focus on residential foster care, supportive community services for at-risk families, an array of youth homelessness services, and comprehensive assessment for children and families in the foster care system.

The Youth Resource Center (YRC) provides a low-barrier space to meet the basic needs of young adults ages 17-24 experiencing or at risk of homelessness. Our model of service utilizes a youth-focused framework incorporating positive youth development, trauma-informed care, and economic mobility. Services provided by the YRC include drop-in hours, youth case coordination supportive housing services, and street outreach. Pendleton Place is an authorized Thrive Hub location and YRC staff can assist participants in applying for state and federal assistance, increasing their access to various benefits and services that will improve their overall health and stability. The YRC works extensively with youth who have experienced trauma, often in the form of childhood maltreatment, system involvement, housing instability, and/or trafficking. The YRC also collaborates closely with Residential Services, particularly the Emergency Youth Shelter and the Safe Place program.

## Position Summary

The Youth Case Coordinator position is responsible for guiding participants through an intake, planning, and implementation process that leads to the achievement of safety, stability, and self-sufficiency. The Youth Case Coordinator reviews, analyzes, and evaluates all available participant information in order to develop an effective, appropriate plan that targets key outcomes aligned with specific needs. The Youth Case Coordinator is also responsible for assisting the participant in implementing and maintaining this plan, providing layers of community supports through referrals and identification of natural supports, communicating effectively with all appropriate parties regarding plan progress and challenges, and convening multi-agency teams to address critical case concerns. The Youth Case Coordinator will facilitate participant group meetings and workshops. This position will also support youth exiting program services by developing and implementing YRC aftercare in partnership with all YRC staff. This position's success depends on establishing and maintaining strong, professional relationships with youth and families who receive services within the Youth Resource Center program while maintaining professional boundaries and using the best practices of trauma-informed care to guide service delivery.

### **Essential Functions of Position**

1. Administer Thrive Hub, a program of SC Thrive, on-site at Pendleton Place
2. Assess participant needs, make referrals as appropriate, and assist in conducting new youth intakes as needed.
3. Coordinate communities of care, in accordance with YRC Council on Accreditation standards, that build skills and offer supports that lead to self-sufficient, healthy, productive, and stable adult lives. The Youth Case Coordinator must design plans for participants that address the lack of: education and career training, income, transportation, childcare & family resources, financial wellness, natural support networks, and holistic health services.
4. In collaboration with the participant(s), develop a plan that addresses the attainment of foundational, short-term, achievable outcomes that lay the groundwork for longer-term positive outcomes
5. Regularly review and update the plan, tracking participant progress toward improved outcomes
6. Serve as a key part of drop-in center operations, staffing the YRC when it is open to all youth experiencing homelessness or at risk of homelessness; assist youth with check-in, obtaining items to meet basic needs, and accessing partner services
7. Support the coordination of the YRC drop-in partner/volunteer calendars
8. Work closely with YRC Youth Housing Coordinators and other Pendleton Place staff as needed to coordinate housing solutions for program participants (emergency shelter, rapid re-housing, reunification, etc.)
9. Coordinate with partner agencies and community providers to ensure referrals are properly made and to assist participants in mitigating crisis situations and meeting goals
10. Assist YRC staff as needed with outreach to schools, neighborhood community centers, community organizations, locations where street youth congregate, etc. to identify youth and families who would benefit from YRC services
11. Provide direct assistance to participants as they navigate challenges; examples include attending meetings and providing warm handoffs to other community providers.
12. Coordinate and/or provide occasional transportation to participants in order to support their plan goals
13. Close cases in accordance with program policy, ensuring that participants have received ample notice and providing transition plans as necessary
14. Support Pendleton Place resource development efforts by responding to requests from Development for information or participant needs
15. Lead skill-based workshops for program participants and assist to coordinate peer support groups as called upon
16. Work proficiently with diverse populations and accommodate special needs, as appropriate, to ensure effective service are provided
17. Demonstrate problem solving, critical thinking, and time management skills
18. Work independently and effectively without daily supervision
19. Ensure all participants understand their rights and maintain the highest protections for participant privacy and confidentiality
20. Adhere to a commitment to high-quality case documentation, all recorded electronically in the Homeless Management Information System database, or HMIS.
21. Assist the YRC Director in quality improvement efforts; participate in data management meetings, review provided performance data, and ensure participant satisfaction surveys are delivered on a consistent basis
22. Provide rotating on-call coverage for Safe Place® youth crisis line
23. Other duties, as needed and required to ensure quality youth outcomes

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

**Youth Case Coordinator  
Last Updated: August 2, 2021**

## Qualifications

### Minimum Qualifications

1. Minimum of a 4-year degree from an accredited college or university preferably in social work, counseling, public health, rehabilitative counseling, psychology, sociology, child advocacy, poverty studies, or child and family studies
2. At least 2 years of professional work experience interacting with at-risk and/or under-resourced youth and/or families
3. Satisfactory criminal history and background check determination (Child Abuse and Neglect Central Registry, criminal background check, Sex Offender Registry, Motor Vehicle History, fingerprinting, and potentially others)
4. Ability to comfortably and effectively engage with youth and young adults
5. Ability to serve as a role model for all participants
6. Ability to work cooperatively and communicate effectively with team members
7. Comfortable with change and adaptable to changing needs of program
8. High level of initiative
9. Possess valid South Carolina driver's license

### Desirable Qualifications

1. Knowledge of social services, child welfare systems, HUD, homeless management information systems, trauma-informed care, and positive youth development
2. Multilingualism (Spanish language proficiency desirable)

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 checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
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
Pushing and Pulling Requirements				
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
Definitions				

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<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.*

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: \_\_\_\_\_