



**Job Title:** Youth Shelter Care Coordinator (Full Time, Non-Exempt)

**Program:** Homeless and Runaway Youth Shelter

**Reports to:** Runaway and Homeless Youth Shelter Administrator

**Job Category: Coordinator** – Program leadership, monitoring and quality assurance. Engaged in program client communication. May be responsible for establishing and managing partnerships with public and private organizations, training staff and volunteers and reporting on program outcomes. Duties include supervision of 2-3 per diem direct care staff, correspondence, mailings, filing, inputting data, research, budgeting and maintaining program databases. This is a full time position with benefits as indicated in the CAPTAIN Community Human Services Employee Manual.

**Hiring Rate:** \$34,000 - \$40,000

### **Job Summary:**

This position is part of the leadership team at the Youth Shelter. Responsible for coordinating and/or providing services directed at empowering the residents to cope with and resolve the problems that have brought them to the Youth Shelter. The Care Coordinator shall work toward reuniting youth with their families, whenever possible, and shall encourage youth and their families to resolve differences. Assist youth in his or her transition back home and provide the necessary supports to the family system to ensure the youth remains in a safe home environment. If the youth's home is not an option, the goal is to assist the youth in his or her transition into an alternative placement. In general, this responsibility includes but is not limited to: preparing individual service plans, assisting residents in achieving goals and objectives, helping residents to assess their strengths and needs, advocating for residents to ensure services and resources are accessible and provided, and evaluating the delivery of services. Care Coordinators work in partnership to meet all the needs of the resident during their time at the Youth Shelter. After-Care Coordination takes place after the resident has left the program. Follow-up phone calls are made to the family to ensure their needs are being met. After-Care would assist the family in meeting their needs, within the confines of the scope of CAPTAIN services.

### **Duties and Responsibilities:**

- Interview potential residents at the point of referral, i.e., at school, probation, court, counselor's office, telephone, and determine appropriateness of the youth for the Youth Shelter. Complete intake process, develop individual service plans, and assist youth in setting long and short-term goals.
- Coordinate and integrate community support services with youth. Encourage youth to take ownership in meeting their needs. Regularly assess the youth's progress against the agreed upon service plan and make adjustments as needed with youth's input.
- Review daily log entries made by staff; discuss individual cases with staff and how they can assist in meeting each youth's needs. Review communication log daily and enter updates about youth as necessary.
- Identify community support services with the youth, taking into account his or her sexual orientation, cultural, ethnic, religious and family backgrounds. Coordinate and maintain outreach services with other Human Service agencies. Collaborate and network with community resources on a regular basis.
- Maintain and complete accurate records on all residents in accordance with OCFS regulatory requirements. Maintain accurate and up to date entries on all databases, including monthly Director's Reports and HMIS. Maintain accurate records of all services provided to youth and submit billing to the CAPTAIN Finance Department in a timely manner. Maintain accurate records for internal reports.
- Contact youth by phone within 30 days of discharge from the Shelter and follow through on recommendations and referrals that were discussed. Provide follow-up contact with youth 6 months post-discharge to determine current housing status and add note to youth's case file.
- Manage the discharge plan including development of an individualized care plan with the youth.

- Develop relationship and rapport with current youth home residents to help ease the transition in after-care.
- Assess on a regular basis the progress and/or issues that the youth is experiencing in after-care.
- Advocate for the youth to ensure his or her needs are being met through access to entitlement programs, vocational/educational opportunities and housing needs.
- Link the youth and family with community resources and activities for the youth during weekends, school breaks and summer.
- Monitor completion of resident AM and PM chores.
- Monitor eating habits, hygiene, and behavior patterns of residents.
- Maintain structure of Shelter; i.e. rules, behavior, restrictions.
- Monitor staff to resident interactions.
- Provide supervision and management to (2-3) Per-Diem Youth Care Workers.
- Provide Annual Performance Evaluations of Youth Care Workers.
- Co-Facilitate monthly staff meetings as needed.
- Assist in hiring and training of Youth Care Worker positions.
- Maintain an organized and efficient working environment for all staff.
- Complete and document 40 hours of training annually.
- Participate in on-call supervisory rotation.
- Attend monthly CAPTAIN All Staff meetings facilitated by Executive Director.
- Assist Shelter Administrator in coordinating monthly Youth Shelter staff meetings with Youth Care Workers.

#### **Qualifications:**

- Bachelor's degree from an accredited college or university with two years of experience in the field of Human Services required.
- Case Management experience is preferred.
- Supervisory experience preferred.
- Must possess a valid Driver's License and provide evidence of appropriate vehicle insurance coverage.
- Must possess excellent organizational and interpersonal skills, and demonstrate flexibility and initiative.

#### **Employer Disclaimer:**

- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their direct supervisor.
- This job description does not create an employment contract, implied or other than an “at will” employment relationship.

#### **Telecommuting and Remote Work Policy:**

Generally, work from home is not a viable option as this position requires significant program management responsibilities, interactions with staff, community partners, volunteers, and the public. Working from home will be considered in unusual circumstances and only when the Street Outreach Manager is available to assume in-person responsibilities.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Direct Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_