



JOB DESCRIPTION

POSITION TITLE:	PALS Case Manager II
PROGRAM:	Oak Bridge
OPENING DATE:	August 3, 2017
CLOSING DATE:	When filled
HOURS/WEEK:	40
STATUS:	Non-exempt; Full Time

SCHEDULE: Monday through Friday – Expected hours of operation will be daytime business hours (10:00am-6:00pm), however the schedule may vary or change as the needs of youth and the community become more clear.

WAGE/BENEFITS: Beginning pay is \$19.00; excellent benefits including medical, dental, life & long-term disability insurance, EAP, 401(k), and paid time off. Various voluntary options are also available. Benefit programs have varied waiting periods for eligibility, depending on contract.

APPLICATION PROCESS: External applicants can apply by copying and pasting the website below into their browser. Internal applicants can apply through their [Paycom](#) employee dashboard.

<https://www.paycomonline.net/v4/ats/index.php?/job/apply&clientkey=B2769BCD28C361F478D256B9462A3454&job=33021&jpt=>

Due to the volume of applications received, we regret that we can contact only those applicants who are invited to interview. If it happens that you are not contacted to arrange an interview, please know that we are grateful for your interest in employment opportunities at Janus Youth Programs.

Janus Youth Programs, Inc. is an Equal Opportunity Employer. Find out more about Janus at our website, www.janusyouth.org!

SUMMARY:

The Placement and Liaison Specialist (PALS) Case Manager is responsible for overseeing case plans for youth in a combined HOPE/Crisis Residential Center and Basic Center Program. Guidelines for case management and service provision are governed by the Department of Commerce/Office of Homeless Youth and the Washington Administrative Codes. This position primarily focuses on HOPE clients, but will also serve CRC and Basic Center clients as needed. This position supervises the Case Manager I position and reports to the Program Supervisor.

EDUCATION AND EXPERIENCE REQUIRED:

- Master's degree in social work or closely allied field from an accredited college or university.
- At least one year experience working in a residential or shelter care program for adolescents.
- At least one year experience working with street youth.
- Case Management and Family Mediation/Therapy experience preferred.
- Preference will be given to persons cross-credentialed in mental health and chemical dependency.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Knowledge of Positive Youth Development Approach, Family Systems, and Strength Based Theoretical Orientation.
- Ability to read, understand, and comply with the Washington Administrative Codes (WAC's) relative to all aspects of the program.
- Ability to read, understand and comply with HOPE, CRC and Basic Center grant requirements.
- Ability to accurately read, record and interpret information.
- Ability to listen effectively, accurately and compassionately, and to problem solve in a patient manner during a conflictual conversation.
- Ability to provide visual and auditory supervision of clients.
- Proficiency in Microsoft Office suite and internet navigation.
- Must value working in a multicultural/diverse environment.
- Ability to maintain and role-model a professional attitude and response under stressful and unpredictable conditions.
- Ability to work effectively in a team-dependent environment and to act on the agenda of the program, including responding to referral sources and input into client admission and intake.
- Ability to problem solve, exercise independent judgment and respond to crisis situations within the program guidelines.
- Ability to exercise tact, discretion, and judgment in working with a variety of people.
- Ability to effectively monitor and demonstrate group management skills and effective de-escalation techniques in potentially chaotic or volatile situations.
- Ability to remain calm and emotionally available in an environment serving at-risk and runaway youth and families in crisis.
- Ability to communicate effectively in English, both orally and in writing, with a broad range of individuals, including clients, referral agencies, community partners, co-workers, and management staff.
- Ability to maintain appropriate professional boundaries in working with others and in handling confidential information.
- Openness to feedback and supervision.
- Ability to regularly attend scheduled work commitments and meetings in a condition suitable for assuming the responsibilities of the position.
- Ability to perform and teach routine household tasks.
- Manual/physical dexterity allowing for the performance of household tasks (i.e. cleaning) and routine office functions, including phone use, computer use, faxing, copying, filing, etc.

OTHER REQUIREMENTS:

- Personal transportation allowing for immediate transport of clients, a valid driver's license for state of residency, personal auto liability insurance (\$100,000/\$300,000 strongly recommended) and a driving record that meets agency requirements. If driving for work purposes, whether personal vehicle or agency vehicle, employee must complete organization's driving approval process prior to driving.
- Washington residency preferred.
- Must pass criminal history check.
- Blood-borne pathogen training required on first day of employment with annual updates.

- Must maintain valid Food Handler's Certification.
- Must maintain standard First Aid/CPR certification.
- TB clearance required.

DUTIES AND RESPONSIBILITIES

- Provides supervision to the Case Manager I position, including performance evaluations and two hours of consultation time per week.
- Meets with each HOPE client to conduct a HOPE Assessment.
 - A. Meets face-to-face with clients within eight hours of receiving HOPE Center services.
 - B. Completes a written assessment in identified areas.
- Meets with all assigned clients for service planning.
 - A. Works with client, family, and community to develop individualized service plans.
 - B. Completes monthly reports for HOPE clients in a timely manner.
- Completes service plan summaries at discharge for all assigned clients.
- Facilitates and oversees family mediation, problem solving, and multi-disciplinary team (MDT) meetings conducted at the facility by staff.
- Provides individual and group counseling/skill building sessions including conducting on-the-spot assessments for youth who are experiencing difficulty. Provides intervention recommendations to staff and/or individual counseling to assist the client. (Interventions that would involve all staff would require a treatment plan addendum added to the service plan or progress notes, signed off by the Program Supervisor or designee.)
- Coordinates services with outside providers including schools, mental health, substance abuse, medical and dental services. Transports youth as needed.
- Ensures that Washington Administrative Codes, CRC/HOPE Guidelines and other service contract requirements for youth services are in compliance.
- Actively participates in all staff meetings and individual supervision meetings.
- Participates in special meetings or training events as required by Janus Management.
- Provides training in staff meetings in a variety of topics in collaboration with the Program Supervisor to enhance staff understanding of mental health issues and behavior management. Alternatively, provides case consultation for identified clients utilizing a collaborative approach with staff.
- Takes a leadership role in training new staff and structuring shadow experiences for new staff.
- Models and encourages direct professional communication among staff and maintains appropriate client/worker relationships.
- Performs assigned record keeping duties in a timely and professional manner including HIPPA paperwork, Behavior Chain Analysis, GAIN-SS Assessment, Medical Survey/Assessment and RHYMIS/HMIS data entry.
- Collaborates with Program Supervisor to adjust schedule between day and swing shift hours on weekdays in order to best accommodate Oak Bridge case management needs. Some weekends may be required.
- Meets regularly with Program Director and/or Program Supervisor to discuss current client case management issues.
- Collaborates with Program Supervisor to develop and sustain all Oak Bridge paperwork related to Case Management.
- Provides On-Call Support for Oak Bridge as part of a monthly rotation. See attached addendum.

- Provides emergency first aid and CPR on an as-needed basis and maintains current standard first aid and CPR certifications.
- Performs other program-related duties as assigned by Janus Management.

WORK ENVIRONMENT:

- May involve exposure to communicable diseases which can encompass a variety of infections and illnesses, including the common cold, flu, tuberculosis, meningitis, Hepatitis and HIV.
- May involve exposure to upset, angry, severely traumatized or emotionally disturbed youth and families.
- Position works on a shift basis and scheduling may require flexible hours and occasional time in excess of routine schedule.
- Be willing and able to drive in adverse weather conditions.

This position description is intended to give the reader a good, general idea of the overall purpose and the main activities and responsibilities that are intrinsic to this position. While this description is intended to be representative, it is not intended to be limiting.