

## INTENSIVE CARE COORDINATOR



### **POSITION PURPOSE**

Under general supervision, provides intensive care coordination to children, youth, and families throughout Humboldt County; may facilitate activities related to the child and family team; provides support to the child, youth, and family as needed; may provide mental health case management services; performs related work as assigned.

### **ESSENTIAL JOB FUNCTIONS**

- Ensures all timelines are met and services are delivered as appropriate.
- Conducts the Family Interview, creates the Family Narrative, and gathers required paperwork from family.
- Creates the Child and Family Team (CFT) for each child, youth, and family on caseload; ensure that appropriate members are invited to participate; organizes and facilitates CFT meetings; documents meeting and disseminates to participants.
- Ensures a Plan of Care is developed for each family; ensures that tasks are being completed.
- Develops a Crisis/Safety Plan with the family and updates as needed with the Child and Family Team.
- Assists the youth and family to access strength-based mental health, social services, educational services and other supports and resources required to assist family in reaching identified goals.
- Assists the family in identifying natural supports and works with family to maintain the child/youth in the least restrictive setting possible.
- Maintains current knowledge of community resources that may be of support to a family; establishes positive relationships with service providers in the community to ensure access and quality services to the family.
- Maintains a minimum of weekly contact with the family including a minimum of face-to-face contact every two weeks; minimum of weekly contact other team members; engage with school personnel and have face-to-face contact at least every other week.
- Provides mental health case management services to children and youth enrolled in outpatient mental health services as time allows.
- Assists the child/youth to engage in, or remain engaged in, appropriate activities.
- Assists in developing the child or youth's ability to sustain self-directed appropriate behavior, internalize a sense of social responsibility, and/or enable participation pro-actively in community activities.
- Assists, teaches, and mentors the child, youth and family in order to meet the child or youth's needs in the following areas: daily living skills, social skills, grooming and personal hygiene skills, medication compliance, and support resources.
- Encourages, teaches, and mentors recreational and leisure activities within the family to support the child or youth's growth and development; fosters social skills to enable the child or youth to maintain healthy peer relationships.
- Monitors, supports, and assists the child, youth and family on a regular basis in developing and maintaining the skills required to achieve self-sufficiency; arranges for money management and educational, socialization, parenting skills, rehabilitation, health and other social services in order to meet the child or youth's needs.
- Teaches, demonstrates, and reinforces positive parenting techniques on an individual or group basis to improve the child or youth's functioning in the home, at school, and in the community.
- Participates at community events, meetings, and activities that support Changing Tides Family Services to achieve its goals.
- Participates in quality assurance activities, which may include peer review.

Kerry Venegas, Executive Director

Child Care Services/Subsidies/Referrals | Special Needs Services | Mental Health Services | Parent Supports

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- Efficiently uses a personal computer, laptop, or other electronic equipment and electronic software, including the electronic health record system used by Changing Tides Family Services.
- Reports suspected cases of child abuse and elder abuse in accordance with mandated reporting requirements.
- Immediately communicates to the Clinical Services Director and Family Empowerment Services Director any instances of unusual incidents; submits reports as requires.
- Complies with Changing Tides Family Services Personnel Policies and Procedures and other formal Changing Tides Family Services guidelines and policies.
- Maintains confidentiality of personal health information pertaining to clients of Changing Tides Family Services; confidentiality of employee information, confidentiality of income or eligibility information related to parents or child care providers, and other confidential information. Complies with HIPAA regulations.

### **QUALIFICATIONS**

- Demonstrates strong interpersonal skills and the ability to effectively with a wide range of individuals in a diverse community.
- Ability to create effective relationships with individuals of different cultural beliefs and lifestyles.
- Ability to analyze complex information; strong problem solving skills.
- Ability to work effectively in a team environment.
- Effective verbal and written communication skills.

### **Desirable Education and Experience**

- Bachelor’s Degree in social work, psychology, or related field
- Two years of case management and/or family work experience in a social service or mental health setting

### **Other Requirements:**

- Must be able to pass a criminal history fingerprint clearance at the DOJ and FBI level.
- Must present proof of TB clearance.
- Must possess a valid California Driver’s license, current insurance, and the use of a vehicle for work.
- Ability to meet with children, youth, and families in a variety of settings throughout Humboldt County.
- Ability to work a varied schedule including evenings, weekends, and early mornings.

2.10.21