



## **Intake Specialist/ Coach- Independent Living Program (ILP)**

### **ORGANIZATION OVERVIEW**

Beyond Emancipation, in partnership with Soulciety, has implemented the Independent Living Program (ILP) in Alameda County since May 2016. Beyond Emancipation (B:E) currently supports transition aged youth ages 18-21 with experience in the foster care or probation systems in their transformation to lead healthy, connected, and productive lives. Since 2010, B:E has worked to develop, integrate and now disseminate an approach to services based on coaching principles and techniques. The resulting model: Creative Connected Resourceful and Whole (CCRW) ensures youth have support to build capacity, expand possibilities and achieve greater fulfillment and success while staying on track with life objectives in five core areas: housing, education, employment, permanency and wellness.

The Independent Living Program (ILP) supports current foster and eligible probation youth ages 14-21 with training and services to assist them in the transition to lead independent and productive lives. ILP conducts pre-emancipation life skills classes, provides college and scholarship application assistance, leadership training and opportunities, and a wealth of other services to enable foster youth to be better prepared to make the transition out of care. ILP services are headquartered at Beyond Emancipation's current location in East Oakland with complementary services offered through Soulciety in South County.

B:E is an Equal Opportunity Employer that recruits and hires qualified candidates without regard to race, religion, sex, sexual orientation, gender identity, age, national origin, ancestry, citizenship, disability, or veteran status.

### **POSITION OVERVIEW**

#### ***Intake Specialist/ Coach***

The Intake Specialist/Coach will be the first point of contact for youth interested in services provided by ILP or Beyond Emancipation depending on eligibility. This position will involve the registration and maintenance of records for youth entering ILP, including the responsibility of explaining the programs and services offered. The position will also prioritize case management and coaching of youth following the Beyond Emancipation CCRW model. The Intake Specialist/Coach will work closely with the Administrative Assistant and front office staff to ensure that clients are served in a welcoming and efficient manner. The ideal candidate will have the ability to handle potentially demanding program participants by using independent judgment to determine the most appropriate steps and manner in which to assist and coach the clients.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide current and relevant information to interested clients of ILP and/or B:E regarding available programs and services
- Greet and welcome new and current clients in coordination with ILP Receptionist and lead them through the intake process
- Case manage and coach ILP cases, with the following possible age bracket: 14-15 years old, 16- 17 years old, 18-21 years old
- Manage caseload for your designated age bracket and create specific services, milestones, and competencies based on appropriateness for given age bracket, including out of county ILP youth
- On a timely basis, with 24-hour turnaround, maintain comprehensive case documentation in the agency's database
- Utilize a 1:1 coaching model that promotes partner relationship with youth to assist with goals and successful outcomes
- Support youth/NMD to meet goals of their transition plan, including goals reflected in their TILP, TLCs, ILP classes and services and provide support to at-risk populations, for example: pregnant and parenting teens, LGBTQ, and CSEC with accessing additional services unique to their situation
- Support youth/NMDs who are in Distance Learning Programs
- Provide on-going assessment of client needs, always monitoring for safety and stability risks. Provide immediate response to urgent client safety and stability needs
- Refer clients to services and programs (housing, employment, education, mental health, health, youth development, mentoring, etc.) that will help them meet their goals. Assist them in accessing public benefits when eligible and needed
- Provide follow-up to clients who have already progressed through the intake process
- Work with Administrative Assistant to coordinate processes, policies, and procedures to manage the flow of clients and minimize waiting time to ensure best possible client experience
- Assist ILP Coordinator and ILP Manager in partnerships with other agencies and the community in general
- Provide information to staff and clients regarding trainings and events, and other administrative functions
- Communicate with the assigned County Welfare Worker and other service providers via email, phone calls and/or other written updates
- Coordinate services with County Welfare Worker as it pertains to youth's goals and objectives per TILP
- Provide quarterly updates to primary County Welfare Worker and ILP Coordinator to track youth's progress including information related to recruitment, retention and outreach efforts
- Provide assistance with completing ILP referral form to access financial services, e.g. senior/graduation stipends, gift cards, book money, and other emancipated youth services

- Meet with and regularly communicate with the ILP Coordinator, advising him/her of urgent client needs and discussing personal efforts and challenges to improving job performance
- Participate as WOD (Worker of the Day) on a weekly basis
- Perform other duties as assigned

## QUALIFICATIONS

- Bachelor's degree in related field preferred
- Two to three years of experience working with transition age youth populations, especially youth from county dependency and probation systems preferred
- Commitment to strength-based and youth-centered services
- Effective and engaging communication skills; ability to motivate others
- Ability to quickly build healthy, mentoring relationships with students and productive relationships with collaborative partner staff
- Experience in crisis and resource management and youth development
- Strong organizational, administrative, and time management skills
- Self-starter, with the ability to hit the ground running

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.*

*As mandated by Community Care Licensing (CCL), an offer of employment for this position will be contingent upon successful completion of a background check, including fingerprinting. The successful applicant will also have TB test clearance, possess a valid California driver's license, and maintain a clean DMV record.*

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## COMPENSATION AND HOURS

This is a non-exempt, hourly position. Compensation will be \$20.67 (equivalent to \$43,000 annually). Benefits are generous, with fully paid employee health and dental insurance and

80% dependent coverage. Paid time off includes vacation, sick, and personal day, as well as holidays. Voluntary vision and retirement plans are also available.

### **EQUAL OPPORTUNITY**

We recognize that in order to better serve our clients we need to continue to build an organization that supports, understands and lives diversity - in our staffing and in our values. Our commitment to a coaching model is a step towards building a supportive community and we encourage diverse candidates who will be a leader in integrating our work and values to transform the life of our clients. B:E is an equal opportunity employer, and we seek to develop a diverse workforce.

### **HOW TO APPLY**

Please email resume and cover letter detailing your qualifications for the position and why you would like to work for Beyond Emancipation to [intakejob@beyondemancipation.org](mailto:intakejob@beyondemancipation.org) by September 11, 2017.