



Intake & Eligibility Coordinator Independent Living Program (ILP)

ORGANIZATION OVERVIEW

Beyond Emancipation, has implemented the Independent Living Program (ILP) in Alameda County since May 2016. Beyond Emancipation (B:E) currently supports transition aged youth ages 14-21 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 foster (current and former) 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, off of the Coliseum BART.

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 one of the first point of contact for youth interested in services provided by ILP or Beyond Emancipation depending on eligibility. This dual position will involve both the registration and maintenance of records for youth entering ILP, and direct coaching/case management of youth ages 14-15 years old using the Beyond Emancipation CCRW model. This will include the responsibility of explaining the programs and services offered in a way for youth and caregivers to be able to more smoothly access resources.

The Intake Specialist/Coach will work closely with the Data and Learning Specialist and the ILP receptionist 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

Administrative Tasks

- 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 process to request services.
- On a timely basis, with 28 hour turnaround, maintain comprehensive youth service documentation in the agency's database
- Work with Data and Learning Specialist to coordinate processes, policies, and procedures to manage the flow of clients and minimize waiting time to ensure best possible client experience, and document procedures for reference
- Assist ILP Coordinator and ILP Manager in partnerships with other agencies and the community in general
- Provide weekly client lists to Managers and Case Managers when assigning case loads.

Direct Service Tasks

- Case manage and coach ILP cases, with the following possible age bracket (14-15)
- 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
- 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, CFTs, 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 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 eligibility process
- Communicate with youth's 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 ILP Manager and ILP Assistant Manager 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
- Participate as WOD (Worker of the Day) twice per week
- 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
- Ability to provide and receive constructive feedback on systems and their implementation.
- Comfortable asking questions when procedures are unclear
- 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

Compensation for this position is commensurate with experience. Benefits are generous, with 80% employee health and dental insurance and 50% dependent coverage. Paid time off includes vacation, sick, as well as holidays. Voluntary vision and retirement plans are also available.

Range for this position is \$46k-\$50k

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 mhankton@alamedacountyilp.org