



Mission...

Build a better future for youth and families by helping them navigate the challenges of childhood, adolescence and young adulthood.

Values...

We are dedicated to:

- *providing quality services to all of our clients, regardless of their age, sex, race, color, religion, national origin, sexual orientation, mental or physical disabilities, or ability to pay;*
- *showing sensitivity and caring;*
- *being accountable and responsive;*
- *pursuing professional excellence.*

JOB DESCRIPTION

POSITION:	Family Service Coordinator	POSTED:	October 2011
PROGRAM:	Rural Program	FTE:	.75
REPORTS TO:	Program Supervisor	COMPENSATION:	\$10.75/hr.
SUPERVISES:	Volunteers as assigned	EXEMPT:	No

OVERVIEW OF RESPONSIBILITIES:

The Service Coordinator coordinates and monitors the service plan including integration of support team members, key agencies and youth participants in our Cottage Grove area. This position is responsible for providing crisis intervention, recruiting host home families, credentialing host homes, creating behavior management plans and overall case coordination for youth and family participants assigned to caseload.

QUALIFICATIONS:

1. **Education:** Bachelor's degree or equivalent in social work, social science or related field.
2. **Experience:** One-year experience working with youth and families under MSW preferred.
3. **Availability:** Variable shifts. Monday through Friday, and some weekends as needed.
4. **Driver's License:** Valid in Oregon, acceptable record, and insurability under Agency's auto insurance.
5. Ability to work effectively as a member of an integrated team.
6. Ability to work effectively with runaway/homeless youth and their families, assisting them with crisis intervention, behavior management, access to social services and overall case management.
7. Ability to organize and coordinate the activities of the service providers.
8. Ability to represent and promote program within the Agency and in the community.
9. Ability to relate effectively with youth, parents, community, and referral sources.
10. Ability to work in a stressful, unstructured environment, and maintain a positive mental attitude.
11. Good communication skills (written and verbal).
12. Cultural sensitivity and experience working with people from diverse cultural backgrounds.
13. Ability to maintain confidentiality.
14. Knowledgeable of resources in Cottage Grove and greater south Lane County.
15. Professional appearance appropriate to the position.
16. Commitment to Looking Glass Mission and Values.

PREFERRED:

1. Bilingual in Spanish.

SPECIFIC DUTIES:

1. Acts as case plan coordinator:
 - a. Facilitates a youth self-assessment of values, strengths, and needs.
 - b. Assesses cultural needs of youth and families.
 - c. Writes case plans with youth, families, and support team members.
 - d. Facilitates regular team case staffing.
 - e. Assists youth in working towards goals and facilitates access to necessary services.
 - f. Maintains contact with legal guardians in accordance to policy in case plan.
 - g. Ensures that pertinent documentation is completed in a timely and accurate manner (i.e. log. files, agenda check off list, statistics, etc.).
 - h. Maintains aftercare case management and contact.
2. Provides crisis intervention counseling and service coordination for telephone and walk-in clients.
3. Acts as liaison with Host Families.
 - a. Present to community groups to recruit new families.
 - b. Complete Host Home Licensing Procedure.
 - c. Provide support to host home families.
4. Provides transportation for Youth.
5. Networks with other social service agencies and professionals in a manner that would provide the client with the best possible social support system without breaching confidentiality.
6. Coordinates a special project area and/ or individualized task as assigned.
7. Completes other duties as assigned.

PROUD OF OUR DIVERSITY