Access Center Coach - South Bay

Pay: $17 - $20/hr, commensurate with experience

Full time 9:30 am – 6 pm (some evening and weekend hours)

Organization: Sanctuary of Hope (SOH) is a nonprofit that provides education and housing stabilization services to Transitional Age Youth (TAY), ages 16-25, who are homeless, foster care/probation, at-risk, or low-income in South Los Angeles and the South Bay. SOH helps youth and young adults build self-reliance by helping them overcome poverty, trauma, low educational achievement, unemployment, and lack of well-being.

Summary: The Access Center Coach aids youth and young adults experiencing or at-risk of homelessness with crisis or prevention services and helps them to gain initial access to, or continue contact with, Coordinated Entry Systems (CES). The Access Center Coach completes initial screening, make emergency service referrals, completes initial problem-solving conversations, administer CES Survey Packets, provide case management, and make supportive service referrals for health, mental health, substance use, and mainstream benefit services. The Access Center Coach engages walk-ins, other participant self-referrals, and targeted referrals from CES Referral Partners and other community-based entities.

Duties and Responsibilities:

• Conduct comprehensive needs evaluation - emotional, educational, vocational and functional.
• Develops an individualized service plans in coordination as prescribed.
• Provide crisis prevention, intervention and safety planning services, along with stress management and life skills development including assisting young people in applying for and obtaining benefits and housing.
• Handle intake and assessment; direct service linkage and referral; case planning and contracting; case coordination and advocacy; and follow up and after care.
• Provide referrals to emergency services if requested or needed by participants. Emergency services, in this instance, include crisis housing, drop-in centers, and emergency services available for survivors of domestic violence, human or sex trafficking, and sexual assault.
• Works closely with community behavioral health providers and team colleagues to ensure coordinated and effective services.
• Provides an intensive array of services and supports, including housing and basic needs assistance, physical health care, benefits assistance, employment, and referral to mental health services.
• Adheres to laws regarding confidentiality and reporting requirements and maintains necessary compliance documentation.
• Provides case management, mental health services, independent life skills development and housing services.
• Collaborates with team members, established and coordinated entry community partners.
Education: BA in human services field

Qualifications:
- Demonstrated experience in working with at-promise youth to reach their housing, employment, or education goals
- Proficient in Microsoft Office applications
- Excellent written and oral communication. Proficient in math.
- Demonstrated experience in one or more of the following areas: mental health, chemical dependency, emotional/behavioral special education, at-promise youth issues
- Demonstrated knowledge of and ability to work effectively with youth with a variety of identities, cultures, and backgrounds including ethnic/racial minorities and LGBTQ youth
- Knowledge of Trauma-Informed Care and Practices and Positive Youth Development, a plus
- Ability to pass drug screening
- Ability to work collaboratively, but independently
- Ability to pass a criminal and child abuse index background check as well as receive clearance.
- Reliable transportation and clean DMV record

Certificates, Licenses, Registrations:
- Valid California Driver’s License and proof of auto insurance
- Adult CPR & Basic First Aid
- TB Test Clearance

Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Sanctuary of Hope.

Sanctuary of Hope provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, age, physical or mental disability, veteran status or other protected classification.

To apply send cover letter and resume to recruitment@thesoh.org