



Resource and Care Specialist

Reports to: <<Seelt Coordinator>>

Salary range: <<\$40,000-\$42,000>>

Full Time with Benefits: Paid Time Off, Medical, dental, vision, 403b retirement plan

Basic Function: The Resource and Care Specialist will provide primary care coordination, resource research and referrals, case management services, and intake/outreach to agency clients at Sullivan High School, Tilden High School, Gary Comer Youth Center, and the South Side Youth center in Washington Park.

Since 1971, Alternatives has been a leading provider of youth development programs, restorative justice initiatives, and behavioral health services for youth. Our mission is to facilitate personal development, strengthen family relationships, and enhance the community's well-being. We serve youth in some of Chicago's most vulnerable communities on the far north and south sides. Our highly trained staff create culturally responsive environments in which young people build knowledge, skills, and abilities through anti-oppression, harm-reduction, positive youth development, trauma-informed counseling, leadership development, and community-based healing.

Responsibilities

Perform the following from a racial, gender, sexuality, and accessibility equity lens:

1. Assess immediate needs of youth and family and complete all necessary paperwork
2. Maintain a caseload as appropriate and assigned by supervisor in workplan
3. Ensure youth and family have active medical insurance and referrals for primary care
4. Ensure that youth and family have sufficient and proper paperwork as needed by referrals (Birth Certificate, School Identification, State ID, and/or Social Security Card).
5. Understand and work within a positive youth development, a Restorative Justice framework, and trauma-informed practices.
6. Provide advocacy, assessment, and case management services to individuals, families and groups.
7. Maintain ongoing case management for assigned cases, making arrangements with the family for school, transportation and record keeping functions; collaborating with appropriate individuals, agencies or service systems to ensure client accessibility to services. Ensure access to technology, particularly internet access and/or devices
8. Follow-up on all referrals with families to ensure success or adjust the referral; Implement protocol and procedures for participant follow through and success
9. Coordinate with therapists to ensure that clients are actively supported throughout their case
10. Maintain updated resource database
11. Research current trends, development in community resources, regulations and laws affecting counseling services; and stay abreast of changes in the communities the organization serves
12. Track referrals through Efforts to Outcomes, our client tracking software
13. Demonstrate knowledge of Alternatives' policies, practices and services, and communicate these to clients, and where assigned, to other community organizations and members.
14. Attend and actively participate in all agency and program staff meetings, in-service trainings and weekly supervisory meetings.
15. Provide coverage of intakes, both phone and walk-in when appropriate, providing crisis intervention and making referrals when appropriate.
16. Participates as part of the behavioral health team, with cross-training and collaboration with the crisis and restorative justice teams
17. Complete in a timely fashion all other tasks and individually established goals as assigned

Qualifications/Skills/Knowledge Desired:

- Bachelor's degree in Social Work, Sociology, Psychology, or a related human services field from an accredited school
- Use of car during working/on-call hours and valid insurance.

The above job description is subject to modification and change at the discretion of the Executive Director and/or Behavioral Health Director to reflect necessary contract/program changes.



- Past experience working with adolescents.
- Interest and commitment to working in community-based youth services.
- At least 3 – 5 years of experience delivering social services in a community-based setting
- Demonstrated skill in problem-solving, positive relationship development, and conflict resolution
- Excellent verbal and written communications skills. Experience in delivering complicated information to diverse groups
- Ability to exercise discretion and independent judgment when in executing tasks
- Ability to maintain strict confidentiality standards
- Must be able to establish relationships with young people of varying racial, gender, sexual orientation, educational and socioeconomic backgrounds
- Strong organizational skills and the ability to prioritize tasks and responsibilities
- Computer skills are required
- May require evening and some weekend hours