



Catholic Charities of Los Angeles, Inc.

Job Description

Job Title: Client Resources Coordinator III (**crisis worker**)

Job Code: A2650

Pay Grade: 8

Department: All Regions

FLSA Status: Exempt

Location: Various

Reports To: Program Director

Summary

Provides leadership to other Client Resources Coordinators and handles more difficult cases in serving clients through counseling, advocacy, and guidance. Crisis Worker will provide crisis intervention to help residents residing in Bridge Housing deal with the immediate aftermath of their crisis situation. The crisis worker will provide brief counseling services to help de-escalate any conflict that may arise to eliminate participants from becoming enraged. The crisis worker may assist residents by explaining client needs to service providers or helping clients apply for social services, etc. The ultimate goal of the crisis worker is to help the clients regain self-sufficiency so that they are able to resume advocating for themselves. The crisis worker will also serve as a liaison for the resident during any conflict with other shelter residents and staff. The crisis worker will also assist in streamline referrals to DMH, BHS, DV classes and parenting classes.

Essential Duties and Responsibilities

- Assesses clients' needs and helps them address and achieve their identified goals.
- Develops problem solving relationship with clients. Assesses and identifies needs and abilities of clients.
- Completes assessments and makes referrals to mental health agencies within 72 hours if needed.
- Completes assessments and makes referrals to substance abuse screening within 72 hours if needed.
- Develops plans to fulfill assessment goals.
- Works with other agencies and the FSC-SPA8 to ensure clients receive all required services.
- Links clients to existing Agency and community resources, including advocacy.
- Records client-related information.

- Completes a biopsychosocial report within 7 days of entry.
- Inputs all clients and residents into CaseWorthy, LB-HMIS and LA-HMIS.
- Attends weekly and monthly case management meetings.
- Monitors cases and plans for re-assessment.
- Maintains confidentiality of client information and records.
- Participates in good cause and conciliation procedures.
- Displays sensitivity to the client population's cultural and socioeconomic characteristics.
- Represents the program/Agency or client at administrative hearings. May supervise one or more staff members. Supervises all volunteers.
- Promotes continuous quality improvement and service delivery that is aligned with the Agency's mission.
- Performs related duties as required.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Master's degree in a related field preferred; bachelor's degree required. Three to five years of related experience. Must possess a valid driver's license.

Knowledge, Skills and Abilities

Knowledge:

- Principles and practices of organization and administration.
- Catholic Charities' policies, procedures and organization.
- Counseling and assessment techniques.
- HUD Homeless Definition
- Housing First policies and procedure
- Harm Reduction Model
- Mandated Reported & Duty to Warn

Skills and Abilities:

- Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Handle public contact and relations effectively.
- Plan short- and long- range activities.
- Maintain accurate and orderly records.
- Develop and maintain effective working relationships.

- Analyze and resolve problems.
- Organized and direct several activities.
- Display sensitivity, tact, and responsiveness in various situations and needs.
- Maintain a high level of confidentiality.
- Use independent judgment and initiative.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Internet software; Project Management software; Spreadsheet software and Word Processing software.

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 regularly required to sit. The employee is frequently required to stand and walk. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

I have read the job description above and I understand that the knowledge, skills, abilities and assigned responsibilities listed are conditions of my employment with Catholic Charities of Los Angeles, Inc. I also understand that the job description may be changed or altered at any time and may not include all of my job responsibilities.

Employee Name (Print)

Supervisor Name (Print)

Employee Signature

Supervisor Signature

Date

Date