



POSITION TITLE: Intensive Care Coordinator

PRIMARY SUPERVISOR: MH Supervisor

DEPARTMENT: Outpatient

SUPERVISES: N/A

STATUS: Non-Exempt

SALARY RANGE: Beginning salary will be commensurate with education and experience, and based on appropriate industry standards.

POSITION DESCRIPTION: The Intensive Care Coordinator provides numerous essential support services to clients, and their caregivers/families. At The Village Family Services an Intensive Care Coordinator (ICC) may be known as a Client Care Coordinator, Facilitator, Case Manager, Customer Care Coordinator.

The ICC facilitates the provision of an array of services in a coordinated, comprehensive, community-based fashion that combines service access, planning, delivery, and transition in a clear and all-inclusive approach. The ICC utilizes the Core Practice Model (CPM) principles and components, including: a strong engagement with and participation of the customer and the family/support system; focus on the identification of client and family needs and strengths when planning services; teaming across formal and informal support systems; use of Child and Family Teams (CFTs) to identify strengths and needs, planning and tracking progress, and providing intensive services. The ICC is intended to link beneficiaries and facilitate cross-system communication and planning to services provided by other community social service systems; to facilitate teaming; and to coordinate comprehensive care. Such support may include, but is not limited to the following: screening/triaging initial referrals, completing targeted case management needs assessments, reporting patients' progress and needs to the clinical team, assuring integrated care, and coordinating linkage to resources. This can include collaborating with providers, services, and agencies such as County Mental Health, Primary Care, Public Defender's Office, Child Protective Services, Probation, and Department of Social Services.

Services may be provided in the office, in the field, client's residence, school, place of work, or other appropriate locations in the community. The ICC will also be responsible for documenting case notes, and entering data regarding patients into the electronic record system.

REQUIREMENTS & QUALIFICATIONS:

- BA/BS in child development, social science or related field
- AA/AS in social science or related field plus 2 years experience
- DMH documentation experience
- Bilingual (Spanish/English)
- Valid California driver's license

ESSENTIAL DUTIES & RESPONSIBILITIES:

All of the responsibilities listed below are considered essential functions of this position. Additionally, this position is expected to ensure that the core operating values and the strategic direction of the agency are adhered to.

- Respond promptly to initial referrals; conduct screenings/triage, review with clinical supervisor and track/log process from initial referral through completion of intake/assessment.
- Complete case management needs, consult with assigned clinician, and take necessary steps to address health, educational, religious, recreational, social, emotional, and psychological needs to each client/family by initiating referrals, providing direct linkage to community resources and conducting follow up as needed
- Coordinate activities with intra-and inter-agencies (DCFS, DMH, and other community providers as needed) to provide enhanced mental health services for clients. In addition, will interact with school and agency referrals
- Works with the treatment team to provide appropriate coordinated care services to clients and their families as needed to address the client needs advocating for stabilizing services and connecting the client to beneficial resources within the community
- Maintain accurate, thoroughly documented client records with a quality of documentation that meets or exceeds both The Village Family Services and DMH standards
- Coordinates integrated services that focus on restoring, improving, and/or preserving a client's functional skills, social skills and daily living skills to enhance self-sufficiency
- Submit all documentation within agency documentation policy guidelines
- Completes billing expectations as required per client needs and services consistent with program needs
- Willingness to travel throughout LA County to provide field based services in homes, field, and schools
- Participate in individual supervision
- Attend case conference/case planning meetings as required or necessary to ensure coordination of care
- Participates in the development and implementation of behavioral plan and treatment goals with the client and caregivers
- Attend staff development and general staff meetings
- Maintain client confidentiality as per agency standards
- Actively offers information to formulate service plans
- Assist staff/clients with translations as needed, both verbally and in writing



- Assist with eligibility checks and follow up to maintain benefits
- Interface with and obtain necessary documentation from pharmacies, dependency court, and any linkages needed to ensure continuum of care
- Respond to client crisis 24 hours a day 7 days a week under supervisors' guidance

Confidentiality and Privacy

Adheres to all legal parameters for ensuring and maintaining clients' confidentiality including HIPAA, State and Federal laws.

Knowledge, Skills and Abilities

Analytical Ability	Teamwork	Problem solving	Quality Management
Technical Skills	Interpersonal Skills	Excellent oral & written communication	Delegation
Business Acumen	Professional Demeanor	Strong Ethics & Judgment	Motivational skills
Must be adaptable	Excellent Attendance & Punctuality	Dependable	Takes initiative
Time Management	Leadership	Flexibility	Enthusiasm
Appreciation of Diversity	Organizational skills	Detail oriented	Professional Appearance and demeanor

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas.

The Village Family Services (The Village/TVFS) is an internationally accredited, leading bilingual family wellness organization that provides culturally sensitive, trauma-informed mental health, homeless and foster care services to thousands of Los Angeles County's most vulnerable and underserved children, youth, and their families. We specialize in helping LGBTQ and transition age youth who are in crisis and are recognized for our community response for ending youth homelessness.

To apply, please email resume along with cover letter to hr@thevillagefs.org with subject line Intensive Care Coordinator.