



**POSITION: Client Care Manager**

**REPORTS TO:** This position reports to the Clinical Services Manager.

**ABOUT YOUTH HAVEN:**

Youth Haven's mission is to provide home, hope, and healing to abused and neglected children in Southwest Florida. For over 50 years, Youth Haven has provided a therapeutic sanctuary where children and teens can heal from trauma and build brighter futures.

Our dedicated staff are committed to ensuring the children in our care do not become statistics. Through innovative programming and strong community support, Youth Haven continues to grow as one of Florida's premier congregate care facilities. This is an exciting time to join a compassionate, mission-driven team making a lasting impact in the lives of foster youth.

**PURPOSE:**

The Client Care Manager will provide ongoing support to the Shelter. The overall goal of this position is to enhance the quality of client management and satisfaction, to promote continuity of care and cost effectiveness through the integrating and functions of case management, utilization review and discharge planning. This position requires an ability to maintain strict confidentiality and handle information with tact and diplomacy.

**EMPLOYMENT CATEGORY:** This position is considered NONEXEMPT under the Fair Labor Standards Act (FLSA) 29 CFR 778.415 – 778.421. NONEXEMPT employees are entitled to overtime pay under the specific provisions of this law.

**WORK SCHEDULE:** Youth Haven is a 24-hour, 7 days per week campus. Your work schedule is subject to change and includes working all assigned holidays.

**FUNCTIONAL RESPONSIBILITIES:**

- Works closely with treatment team and outside community placement organizations to identify child needs and goals in line with state, federal and local requirements.
- Develops emotionally safe, supportive, and appropriate relationships with the clients on their caseloads.
- Assesses needs of clients and creates service plans and behavior management plans in collaboration with the Interdisciplinary team.



- Identifies gaps in service and/or potential areas of concerns and advocates on behalf of client by communicating clearly with agency and primary Case Managers.
- Obtains all necessary intake and discharge paperwork, making sure they are complete and signed; especially the *consent to treat* documents from the legal guardians.
- Promotes effective and efficient utilization of clinical resources.
- Mobilizes resources, as needed, to achieve expected service plan goals.
- Attends required staff and committee meetings regularly.
- Complete annual trainings in a timely manner, as required, by governing agencies and organization.
- Prepares client files for annual compliance reviews.
- Is an active member of the interdisciplinary treatment team working collaboratively with Cottage staff, education support and clinical team.
- Develops relationships with representatives in other agencies to support individuals in attaining services.
- Conducts iEmpathize groups with shelter youth, after being trained.
- Coordinate, prepare and maintain required charting and documentation in a timely and thorough manner.
- Volunteer at a minimum of one fundraising event per year.
- Adhere to all client confidentiality requirements and standards.
- Member of the PQI Team.
- Other duties as assigned.

**EMPLOYMENT STANDARDS:**

- Bachelor's degree or higher in Social Work or related field, with 1 year of experience in the field
- Effective verbal and written communication skills
- Strong and timely documentation and assessment skills
- Strong team/consensus building skills.
- Ability to effectively resolve conflict and cope with crisis situations.

**EQUAL EMPLOYMENT OPPORTUNITY:**

Youth Haven is a drug-free, equal opportunity employer and does not discriminate on the basis of race, color, sex, age, creed, national origin, disability, marital status, veteran status, or religion. Local and federal background checks, drug screening, and a valid driver's license with a clean driving record are required.

**EMPLOYEE NAME:** \_\_\_\_\_



**EMPLOYEE'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_