



YOUTH SERVICES

## **POSITION DESCRIPTION**

**POSITION TITLE: Manager of Client Practice**

**REPORTS TO: Manager of Behavioral Health**

**PRIMARY RESPONSIBILITY:** The primary role of the Manager of Client Practice is to work with program staff to implement best practices for working with homeless and/or marginally housed transitional aged youth (TAY). The Manager of Client Practice is responsible for developing curriculum, training employees, and providing oversight and consultation on best practices for working with youth. The Manager of Client Practice works from a strength-based model using trauma-informed interventions and understands staff may experience secondary trauma as a result of their work and the importance of mitigating its impact. As a member of the leadership team, the Manager of Client Practice will take an active role in collaborating with other managers to carry out Larkin Street's mission and values.

**SUPERVISES:** 4-6

**EXEMPT STATUS:** Exempt

**UNION STATUS:** Non-Union

### **ESSENTIAL JOB FUNCTIONS:**

- Provide consultation and professional development to staff on a range of best practices for transitional age youth population
- Assess and analyze case manager training needs and develop, deliver, and evaluate case management best practice standards and training curriculum
- Onboard new case managers to case management practice and curriculum
- Travel to various Larkin Street program sites to deliver ongoing training on case management practice and curriculum to program staff both in one-on-one and group format
- Ensure appropriate data collection and tracking adhering to internal agency policies and procedures
- Facilitate and oversee meetings related to client practice
- Assist with special projects and other assignments as requested by Senior Leadership and the Chief of Programs



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- Ability to work evenings and weekends
- Hold On-Call responsibilities as assigned and scheduled in rotation

### **QUALIFICATIONS:**

- Bachelor's Degree in Social Work, Social Welfare, Psychology, or Education or closely related field preferred
- 1-3 years of training coordination, training administration, organizational training, or teaching
- Management experience preferred, must demonstrated process, management, and administrative ability
- Clinical experience preferred

### **BACKGROUND & EXPERIENCE:**

- Experience working with transitional age youth, homeless and/or marginally housed individuals, people with active mental illness/co-occurring behavioral health and/or substance abuse disorders preferred
- Prior case management experience working in clinical and or housing/supportive housing programs preferred
- Experience and demonstrated competence in planning, implementing, and directing educational programs for adults
- Knowledge of best practices in adult education, with ability to design and deliver engaging and effective presentations, workshops, forums, and other learning experiences to small and large groups
- Knowledge of current techniques and procedures used in the design and development of curriculum and instruction
- Knowledgeable of the following behavioral health theories and capable of integrating them across Larkin Street Youth Services programs: Trauma-Informed Care, Motivational Interviewing, Restorative Practices, and Harm Reduction
- Familiarity with Adult Learning Theory

### **OTHER DUTIES AND RESPONSIBILITIES:**

- Actively participate in Diversity, Equity, and Inclusion (DEI) work within the agency; along with managing programs with a lens on DEI
- Strong Commitment to the agency and philosophy of Larkin Street Youth Services
- Maintain an awareness of the agency's mission and work to promote the positive individual and social change goals it embodies



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- Maintain a creative, teambuilding, cooperative approach to job performance and seek to bring a constructive, problem-solving orientation to all tasks using diversity, equity, and inclusion and restorative practice lens
- Maintain professional standards of performance, demeanor and appearance at all times
- Perform tasks and responsibilities in a complete and timely manner, complying with agency policies and standards and conforming to scheduling requirements of this job description and program
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the youth we serve
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience
- Ability to work with a diverse staff and excel in a multi-cultural environment
- Must demonstrate an acceptable level of maturity, good judgment, and emotional stability
- Ability to comprehend complex materials

#### **PHYSICAL & LANGUAGE REQUIREMENTS:**

- Ability to speak and write in English with excellent written and verbal skills, including public speaking
- Must be able to communicate effectively with staff, clients, and other providers both orally and in writing
- Finger manipulation
- Proficient in Microsoft Office (Word, Excel, and Outlook)

Larkin Street reserves the right to revise job descriptions or work hours as required.

*Larkin Street is an Equal Opportunity Employer*