

Champaign County Regional Planning Commission

POSITION DESCRIPTION

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| Position Title: | Community Services Intern-Youth Assessment Center |
| Reports To: | Youth Assessment Coordinator |
| Supervises: | None |
| FLSA Status: | N/A - Unpaid Internship |
| Pay Grade: | N/A |

General Duties:

The Community Services Intern will work with Case Managers to assist in delivery of YAC Program services in accordance with applicable program guidelines and Agency Vision, Mission, and Values. The intern will assist with initial youth/family contact and enrollment; provide assistance with client file creation and maintenance; provide caseload recommendation follow-up.

Specific Duties and Responsibilities:

- Monitoring and assisting with YAC Reception area (which can include but not limited to)
 - Greeting clients and referral agency representatives
 - Answering phone calls
 - Assist Police/walk-in clients with intake process
 - Clerical-Filing, printing and document preparation
- Work with Case Managers in monitoring and coordinating client cases (which can include but not limited to)
 - Work in partnership with case manager who oversees all client documentation
 - Accepting referrals, enter data, assign & schedule clients and proceed with diligent attempts to enroll, via phone, letter and SRO information
 - Document all service provision within 48 hours of service/contact
 - Process timely intakes and send referrals back as appropriate
 - File paperwork in client's e-file after an intake

- Update case notes when e-files are updated or after referrals are made
- Communicate with school resource officers (SRO), schools & agencies regarding youth updates
- Sending curfew checks when asked
- File closed out client files in the back
- Assist with outreach to increase program awareness and access to community resources
- Assist in monitoring CDS programs
 - Assist with peer court, mediation, groups and workshops
 - Set up community service or other accountability requirements
 - Assist with required competency development tasks
 - Supervise community service work at YAC
 - Assist youth as necessary to engage in and/or fulfill CDS requirements/ Social Services recommendations
- Conduct satisfaction surveys and file audits and compile data
- Research local organizations or programs that could be programs that the Youth Assessment Center could work with:
 - Community service sites
 - Social service agencies
 - Areas of funding
 - UIUC organizations/ volunteers
 - Provide outreach and keep up to date information on all collaborating partners
- Develop and implementation of a Balanced and Restorative Justice/Court Diversion and/or Support Services project
- Maintain up to date work schedule in Outlook calendar
- Other duties as assigned

Required Knowledge, Skills, Characteristics and Abilities:

- Minimum of 24 hours Community College or Junior/senior standing in Criminal Justice, Social Work, or related field
- Ability to pass criminal background check
- Interest in working with youth and families
- An interest in Balanced and Restorative Justice Practice
- Awareness justice system disparities as relates to minorities
- Ability to follow program procedures while adjusting work style to meet the individual needs of cliental
- Ability to work productively even with distractions shifting focus as needed, and adaptable to change
- Ability to handle program and client information in a confidential manner and report concerns as mandated
- Ability to understand the vision, mission, concepts, and values of CCRPC and implement in everyday work

- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community
- Ability to hold phone conversations discreetly in open area
- Ability to follow written and oral instructions with minimum supervision, and communicate effectively via email, phone, and face to face
- Ability to complete accurate documentation in a timely manner
- Ability to function professionally and effectively in stressful situations
- Ability to work individually and as a team member.
- Ability to organize and prioritize work efficiently to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly and on time to perform position duties and responsibilities.
- Computer skills necessary to complete case documentation, data entry, and research.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Travel to meetings, trainings, service deliveries, and other work related sites
- Sit/stand at a desk 85% of the workweek
- Lift and carry equipment necessary to complete work, approximately 40 pounds

Competencies:

- Cultural competency
- Mandated Reporting
- Professional Communication
- Ethical Conduct
- Time Management

Work Environment:

- Regular coverage of reception desk
- Some work will be conducted over the phone and via email
- Some travel within Champaign County
- Frequent near-vision use for reading and computer work
- Evening and weekend availability is required as needs of the program dictate.

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered "essential functions" to a particular job or position within this job class. "Essential functions" are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Intern/Student _____

Date _____

Revision Date: 1/09/19