

Organization: **Youth & Family Services (YFS)**

Department: **Counseling Center**

Position: **Client Service Specialist**

Status: **Part-Time**

Reports to: **Director of Mental Health and Prevention Services**

Location: **Rapid City, SD**

Work Schedule:

Work Days: **Monday through Friday**

Hours/Week: **20**

Non-smoking work environment. Wage DOEQ. E.O.E.

Benefits: YFS strives to provide its employees with top-quality benefits. YFS employees in a full-time status are offered medical, dental, vision, long-term disability, and life insurance as well as multiple paid holidays, paid vacation and sick leave, 401K and retirement/pension options, and more!

Minimum Qualifications: Bachelor's degree in Social Work, Human Services, Psychology, Counseling, Public Health, Sociology, Education, or a related field required. Minimum of two years of experience working with children, youth, families, or individuals experiencing behavioral health challenges, trauma, or social service needs preferred. Experience in care coordinator, case management, family support, behavioral health, or community health preferred. Knowledge of trauma-informed care, child and family system, behavioral health resources, and community service networks. Demonstrated ability to maintain professional boundaries, confidentiality, and accurate documentation. Ability to work with people of all socioeconomic and cultural backgrounds. Good computer/word processing skills. Good interpersonal, organizational and communications skills in working with children, youth, co-workers, parents, and community resources. Current vehicle liability insurance and a valid driver's license required. Willingness to submit to random drug and alcohol testing in accordance with performance standards and the Substance Abuse/Misuse Policy for Safety Sensitive Positions & Employees Driving Children.

Essential Functions:

- Assist Intake Therapists with receiving referrals, gathering demographic and eligibility information, explaining available services, and facilitating timely access to trauma-informed behavioral health services.
- Assess non-clinical barriers to care, which may include transportation, childcare, insurance, financial hardship, language access, and other social determinants of health, and coordinate appropriate resources.
- Assist the treatment team as needed by facilitating referrals and linkages to internal programs and external community resources, including healthcare, education, housing, food assistance, victim services, legal resources, and other supportive services.
- Monitor client progress related to service engagement and follow-up activities, documenting contacts and outcomes in accordance with agency policies and grant requirements.
- May serve as a resource for families regarding available services, treatment processes, community resources, client rights, and confidentiality practices.
- Assist families in completing required forms, obtaining releases of information, and navigating healthcare, insurance, and social service systems.
- Participate in multidisciplinary team meetings, case staffing, and care coordinator activities to support integrated service delivery.
- Maintain accurate, timely, and confidential client records, data entry, and documentation necessary for quality assurance, program evaluation, and grant reporting.

- Support outreach activities and community education efforts to increase awareness of trauma-informed services and strengthen referral partnerships.
- Participate in quality improvement initiatives, staff training, and ongoing professional development related to trauma-informed care, child development, and evidence-based engagement practices.

Additional Functions: Act in accordance with purpose, philosophy, values, goals, policies, and procedures of YFS. Promote and support all YFS programs and services. Perform other duties as assigned in support of youth Trauma Center operations. Maintain a clean, safe, healthy, and organized environment for staff and families. Must learn and execute emergency preparedness plan and be responsive to emergencies that may arise.

Environmental Functions: Perform duties at large in the community within school/service provider facilities. Requires flexibility for agency travel as needed to meet service delivery requirements; travel frequency will vary based on organizational needs. Flexible work schedule. Ability to lift up to 50 lbs.

How to Apply: For consideration, an application for employment must be submitted to the YFS Human Resource Department. Application may be downloaded at: <http://www.youthandfamilyservices.org/careers/>. Please note that resume only will not be accepted.

How to Submit Application:

By email: yfshr@youthandfamilyservices.org

In person or by mail: Youth & Family Services, 1920 N. Plaza Blvd., Rapid City, SD 57702

Other location: One Stop Career Center

Any questions? Call our HR Team at 605-342-4195!