

# NEW LIFE COMMUNITY SERVICES (NLCS), SANTA CRUZ, CA

## JOB DESCRIPTION

|                                                     |                                                |
|-----------------------------------------------------|------------------------------------------------|
| <b>Title: Admissions and Outreach Counselor</b>     | <b>Date Written: 2/2018</b>                    |
| <b>Supervisor: Clinical Supervisor</b>              | Last Reviewed/Revised Date: 2/2018             |
| <b>FLSA Designation: Exempt (30 hours per week)</b> | Approved by: Anna Phillips, Executive Director |

**JOB SUMMARY:** Under the supervision of the Clinical Supervisor the Admissions and Outreach Counselor focused on pre-program client engagement. The goal of this position is to assist in-custody females from incarceration to the community via client outreach, screening, initial assessment, and community relationship development as it pertains to client referrals. This position has the unique opportunity to provide in-custody group counseling to female offenders at the local Santa Cruz County Jail facility.

### **Essential Tasks**

- Respond to all inquiries via phone, mail, email, and through identified web-based systems.
- Conduct all interviews and initial screenings, which may require conduction of interview at local correctional facilities.
- Conduct weekly groups at the local jail facilities for female offenders.
- Interface with community and partner organizations as it pertains to referrals, provider fairs, regularly scheduled meetings, and other opportunities to outreach for program enrollment.
- Communicate with corrections, probation, parole, the courts, and other referral sources about client bed availability, telephone conference, email and off-site/on-site meetings.
- Coordinate referrals for applicants that are not appropriate.
- Effectively communicate with clients and referral sources to expedite the admission process.
- Assist in arranging or providing transportation to the program as appropriate.
- Complete all necessary documentation in a timely manner, including data entry into web-based systems and/or Electronic Health Records (EHR), as required by contracts.
- Provide weekly reports of intake issues to supervisor.
- Consult with Supervisor as necessary to ensure all contract requirements are met as they pertain to intake, facility utilization, and referrals are appropriate for program design.
- Perform other tasks as assigned by supervisor, as needed in emergencies, and/or supporting other staff with supervisor approval.

### **EDUCATION REQUIRED:**

- 2-year degree in related field specifically meeting the academic requirements for CCAPP or CAADE., preferred
- Or, 3-years experience in the field

### **LICENSES/CERTIFICATIONS REQUIRED:**

Certified Drug and Alcohol Counselor or Registered MA level intern with BBS, preferred.

### **KNOWLEDGE REQUIRED:**

Basic knowledge concerning substance abuse screening and referral. Knowledge of addiction, abuse, trauma, mental health, special needs, and the signs thereof. Knowledge of pertinent laws, regulations,

and best clinical practices with a focus on high quality. Proficiency in personal computer use with Microsoft Office products including Word and Excel.

**SKILLS/APTITUDES/TEMPERMENTS:**

- Ability to present information or ideas clearly in English, both orally and in writing. This includes ability to proofread and use correct spelling, grammar and punctuation, and ability to write correspondence and memos.
- Ability to problem solve and resolve conflicts especially in high pressure situation.
- Ability to adapt to situations and understand other's feelings and personal viewpoints.
- Ability to work with and relate to other professionals.
- Ability to work and function as a team member.
- Bilingual (Spanish/English) preferred

**PHYSICAL DEMANDS**

Work involves sedentary to light work in an office setting. There is frequent need to sit, talk or hear, use their hands and occasionally lift light objects (up to 25 pounds) and perform other similar actions during the workday. Be able to work for extended periods at computer workstations with keyboard, monitor, and mouse.

Normal or corrected talking, hearing and seeing abilities are sufficient to perform the required tasks.

Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either orally or in writing.

My signature acknowledges that I have read and understood the job description.

|                  |  |             |
|------------------|--|-------------|
| <b>Signature</b> |  | <b>Date</b> |
|------------------|--|-------------|