

## JOB DESCRIPTION: **YouthWell • Family Care Coordinator & Wellness Navigator**

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YouthWell works with our partners in Santa Barbara County on youth mental health early intervention & prevention.

### **OBJECTIVES OF THIS ROLE**

YouthWell is seeking a compassionate and resourceful Family Care Coordinator & Wellness Navigator to serve as a trusted advocate for youth and families seeking mental health and wellness support. This role helps create a welcoming, inclusive environment while working closely with families to assess needs, overcome barriers, and connect them to appropriate services in a timely manner. This position provides enhanced care management for youth and their families and plays a critical role in coordinating with YouthWell's partners, pediatricians, schools, and community mental health providers. Candidates must be warm, organized, and deeply committed to equity, accessibility, and family-centered support. This is a part or full-time position with a minimum 2-year commitment.

### **PRIMARY ROLES & RESPONSIBILITIES**

#### Family Care Coordination

- Build trusting relationships with families to serve as an advocate for youth and parents.
- Identify family needs and refer them to mental health and wellness resources that best meet those needs.
- Address barriers to access and ensure timely connections to care and services.
- Cultivate strong relationships with community partners (schools, pediatricians, providers).
- Provide a warm, welcoming experience that is trauma-informed, inclusive, and culturally responsive.

#### Intake, Assessment & Case Management

- Manage referrals from partner pediatricians, schools, and youth-serving organizations.
- Conduct initial assessments to identify needs, urgency, and appropriate resources.
- Maintain communication with families throughout their care journey, offering check-ins and follow-ups.
- Coordinate with internal teams and external partners to ensure care alignment and progress toward goals.
- Track and document family engagement, progress, and outcomes.
- Ensure all data handling follows HIPAA regulations and confidentiality guidelines.
- Ensure continuity of support during absences by delegating responsibilities appropriately.

#### Advocacy & Resource Navigation

- Serve as a bridge between families and service providers, removing access barriers.
- Educate and empower families to advocate for their own needs.
- Attend relevant community meetings, including Youth Linkages Network, and tabling at events.
- Maintain strong community referral relationships and stay current with provider availability.
- Regularly update YouthWell's Mental Health & Wellness Resource Directory and Community Calendar, ensuring information is accurate and up to date.

#### Referrals, Data, and Billing Management

- Maintain accurate documentation of client interactions, services provided, and outcomes.
- Collect data for grant reporting and program evaluation.
- Monitor service effectiveness and suggest improvements.
- Track billing and process invoices for both clients and clinical partners in a timely and confidential manner.

## REQUIREMENTS

### Education & Certifications

- Bachelor's degree in social work, psychology, public health, human services, or a related field.
- Mental Health First Aid certification, or willingness to obtain within 60 days of hire.
- Completion of Child Abuse Mandated Reporter Training prior to start date.
- Candidates must pass a background check and submit fingerprints to the CA Department of Justice.

### Experience

- Minimum 2 years of experience in case management, care coordination, or community health navigation.
- Strong knowledge of local mental health and social service systems in Santa Barbara County.
- Familiarity with youth developmental issues and mental health needs.
- Experience working with diverse youth, young adults, and families.

### Skills & Knowledge

- Ability to assess complex family situations and make appropriate referrals.
- Compassionate and active listening skills; able to build trust quickly.
- Understanding of ethical and legal issues in clinical and community-based service settings.
- Ability to maintain professional boundaries and practice effective self-care.
- Strong organizational and time-management skills; ability to manage multiple priorities.
- Excellent written and verbal communication skills.
- Commitment to confidentiality, equity, and trauma-informed care.
- Proficiency with digital tools, including Google Workspace, Zoom, and data tracking systems.

### Personal Qualities

- Dependable and self-directed - takes initiative, follows through, and meets deadlines.
- Collaborative and flexible - works well with diverse teams and adapts to changing needs.
- Solutions-oriented and emotionally mature - exercises good judgment, critical thinking, and discretion.
- Professional demeanor - approaches others with respect, maintains integrity, and upholds YouthWell values.
- Strong relationship-building skills — internally and with external community partners.

## BENEFITS

- A health plan is available to employees who work 20+ hours/week after 1 month.
- A 403(b) Retirement Plan is available to both full-time and part-time employees.
- Vacation time, holiday pay, sick days for employees who work 20+ hours/week after 3 months.

## SALARY & HOURS

Fill out [online application](#) and include a resume and cover letter. Questions: [Hiring@YouthWell.org](mailto:Hiring@YouthWell.org)

- \$25-\$35 Hour/DOE
- Status: 15-40 hrs week (part-time or full-time)
- Position is in-person in Santa Barbara and includes minimal driving.
- Position includes working occasional nights and weekend

\*YouthWell, a project of Community Partners® is an equal opportunity employer committed to a diverse and inclusive workforce.