

POSITION OVERVIEW

YouthWell is seeking a compassionate Care Navigation Coordinator or Certified Wellness Coach to serve as a trusted advocate helping youth and families navigate the mental health system and access timely, coordinated support. Coordinators create a welcoming, inclusive environment while working closely with families to understand their needs, navigate available resources, and connect them to appropriate services. Coordinators provide non-clinical behavioral health support, including conducting screening intakes, guiding families through available resources, and offering ongoing wellness-oriented support. They facilitate warm hand-offs to clinical providers when needed and collaborate closely with YouthWell's partners, including schools, pediatricians, and providers, to ensure families receive coordinated and accessible care. Coordinators also help families develop practical strategies that support emotional well-being, resilience, and healthy daily habits. The ideal candidate is warm, organized, and committed to equity, accessibility, trauma-informed care, and family-centered support. This is a part-time or full-time position with a minimum two-year commitment.

CORE RESPONSIBILITIES

Family Wellness Coordination

- Build trusting relationships with families and serve as a guide throughout their wellness journey.
- Help families identify their needs and connect them to appropriate resources.
- Address barriers to accessing services and support families in navigating complex systems.
- Provide a warm, welcoming, and trauma-informed experience for families seeking support.
- Cultivate strong relationships with community partners, including schools, pediatricians, and providers.
- Provide encouragement and accountability as families work toward their wellness goals.
- Encourage resilience, healthy coping strategies, and self-advocacy.

Intake, Screening & Resource Navigation

- Manage referrals from partner pediatricians, schools, and youth-serving organizations.
- Conduct screening intakes to understand family needs, urgency, and appropriate resources.
- Provide guidance and resource navigation.
- Maintain communication with families throughout their support journey through check-ins.
- Coordinate with community partners to help ensure families successfully connect with services.

Advocacy & Community Connections

- Serve as a bridge between families, schools, and service providers, helping remove barriers to care.
- Empower families to advocate for their own mental health and wellness needs.
- Maintain strong relationships with local providers in both the nonprofit and private sectors and stay current on service availability for clinical and non-clinical services.
- Participate in relevant community meetings including Youth Linkages Network and outreach events.
- Support community awareness by participating in outreach and resource-sharing activities.
- Maintain and regularly update YouthWell's Mental Health & Wellness Resource Directory.

Data, Documentation & Program Support

- Track and document family engagement, referrals, and outcomes.
- Ensure all data handling follows HIPAA regulations and confidentiality guidelines.
- Maintain accurate, and confidential records of family interactions, services provided, and outcomes.
- Collect program data to support grant reporting and program evaluation.
- Monitor service connections and provide feedback to improve referral processes.
- Track billing information and assist with processing invoices for clinical partners.

QUALIFICATIONS

Education & Certifications

- Bachelor's degree in social work, psychology, public health, human services, or a related field.
- Certified Wellness Coach (CWC) or willingness to obtain certification. (not required but preferred)
- Mental Health First Aid certification, or willingness to obtain within 60 days of hire.

Experience

- Experience in care coordination, family support services, or community health navigation.
- Experience supporting youth and families in community-based, education, or healthcare settings.
- Familiarity with youth developmental needs and behavioral health challenges.
- Knowledge of local mental health and social service systems in Santa Barbara County preferred.
- Lived or peer experience as a parent or caregiver who has navigated a child's mental health journey or raised a teen is valued.

Skills & Knowledge

- Ability to understand complex family situations and connect families to appropriate resources.
- Strong relationship-building and active listening skills with youth, parents, and caregivers.
- Strong organizational and time-management skills with the ability to manage multiple families.
- Excellent written and verbal communication skills.
- Commitment to equity, accessibility, and trauma-informed care.
- Proficiency with digital tools, including Google Workspace, Zoom, Monday, and data tracking systems.

Personal Qualities

- Spanish proficiency is a plus
- Compassionate, warm, and approachable with families from diverse backgrounds.
- Dependable and self-directed with the ability to take initiative and follow through on responsibilities.
- Collaborative and flexible when working with staff, schools, providers, and community partners.
- Solutions-oriented with strong judgment and problem-solving skills.
- Passion for supporting youth mental health and strengthening community systems of care.

Position Requirements

- Commitment to YouthWell's mission to improve youth mental health and wellness
- Familiarity with youth mental health, social services, or community-based initiatives
- Understanding of confidentiality, HIPAA, and ethical practices in community-based services.
- Ability and willingness to work nights and weekends to accommodate youth and family schedules
- Reliable transportation, valid driver's license and active insurance
- Completion of Child Abuse Mandated Reporter Training prior to start date and ongoing compliance with mandated reporting requirements.
- Ability to pass background check and fingerprint clearance through the CA Dept of Justice.

EMPLOYEE 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

- \$26-\$36 Hour/DOE
- Status: 20-40 hrs week (part-time or full-time available)
- Position is in-person. Includes minimal driving and working occasional nights and weekends.

*This position serves Santa Barbara County

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