



## POSITION ANNOUNCEMENT

**Title:** Young Adult Team Leader, Safe Options Support (SOS) – South

**Location:** Midtown & Lower Manhattan & Brooklyn

**Function:** Responsible for overall operations of the program.

**Reports to:** Senior Director for Safe Options Support (SOS)

### Tasks:

- In partnership with the State Office of Mental Health and the central SOS Hub team oversee the creation of a multi-disciplinary SOS community support team;
- Assist in the formation of the team and manage the day to day operations in accordance with internal and external regulatory standards and guidelines;
- Coordinate program outreach at known “hang-outs” or “Hot spots” or during an inpatient hospital admission or emergency department visit with involvement in transition planning, including a needs assessment of community transition supports essential to stabilizing the participant;
- Develop meaningful and lasting partnerships with key community stakeholders and providers including, Youth Adult Peer Programs, Safe Horizon, LGBTQIA community programs, local hospital, NYPD, Shelter operators and housing providers;
- Facilitate case reviews on ‘members at risk’ with community partners and document recommendations;
- Oversee and/or conduct internal audits/case record reviews on a regular basis to measure compliance to regulatory/contract standards, and reported aggregated findings and recommendations on gaps in care or areas for continued improvement;
- Assist with the identification, development, implementation, and completion of quality improvement projects that address barriers to care;
- Ensures that internal and external regulatory agency standards and requirements are met;
- Manage recruitment of staff, as well as addressing staff performance-related issues in accordance with salient policies and procedures;
- Provide regular individual and group supervision to a multi-disciplinary team and orient new team members to policy and procedures as well as provide ongoing training and mentorship;
- Coordinate weekly staff schedules to ensure adequate staff coverage;
- Manage SOS teams on-call requirements ensuring that 24/7 crisis response is available;
- Work with SOS HUB’s Single Point Of Access department to identify eligible participants and reporting on enrollment outcomes and staff assignment;
- Work with all stakeholders (members, network, families, and government staff) in a caring and respectful manner, and with due understanding of and consideration for cultural differences;
- Coordinate and lead weekly team meetings with staff to discuss program updates, concerns, trainings, and client caseload overview.
- Utilizing engagement strategies that are person-centered, culturally sensitive, recovery oriented, and considerate of an individual’s preferences, priorities, and immediate needs;

### Qualifications:

- Experience working with homeless and/or precariously housed populations
- Knowledge of characteristics/service needs of young adults experiencing street homelessness
- Experience and strategies for outreach and engagement
- Experience in working with peers
- Experience in implementing positive youth development strategies
- Familiarity with existing homeless outreach teams/programs and temporary housing options

- Experience managing and supervising program staff
- Excellent verbal and written communication skills
- Computer proficiency in Health Information Technology and Microsoft applications such as MS Word, Excel, PowerPoint
- Knowledge of homeless resources, NYC shelter systems, and MTA transit systems a plus
- Knowledge of best practices in the fields of mental illness and substance use disorders
- Knowledge of treatment, rehabilitation, and community support programs as they relate to recipients, families, and staff
- Knowledge of techniques for identifying, assessing, and preventing potentially violent behavior, including crisis management and de-escalation techniques
- Ability to develop, evaluate, implement, and modify treatment intervention to meet the needs of individual recipients
- Methods to support individuals in developing real-world skills and identifying educational/vocational goals
- Methods to support community inclusion and strengthening of support networks
- Ability to travel throughout the five boroughs of New York City
- Duties as assigned by supervisor

**Minimum Education and Experience Requirements:** Master's degree or higher in Social Work, Mental Health Counseling, Public Administration, Nursing, Public Health, Public Policy or a related field. A minimum of 3 to 5 years work experience in the behavioral health field with progressively increasing responsibilities.

Salary: \$90,000, plus generous benefits

Email a resume, cover letter and contact information for 3 professional references to:

**Leah Burke**  
**HR Recruitment Specialist**  
**Email: [LBurke@acmhnyc.org](mailto:LBurke@acmhnyc.org)**

ACMH is committed to the mental and physical wellbeing of vulnerable New Yorkers and is a leader in the provision of outreach and engagement, care management, rehabilitation, crisis support, and supportive housing. ACMH is committed to becoming an anti-racist organization and seeks to promote actionable change to create an intentional culture of equity at individual, interpersonal and institutional levels.

For more information, visit our website: [www.acmhnyc.org](http://www.acmhnyc.org)