The mission of Centinela Youth Services, Inc. (CYS) is to strengthen families and communities by empowering youth to resolve conflicts and overcome obstacles in order to become successful students and contributing adults. CYS is a 501c3 non-profit, restorative justice organization established in 1975 to provide mediation and conflict resolution services to at-risk youth. CYS operates a variety of innovative programs that are proven to increase student performance; reduce school dropout rates, gang involvement, youth violence and crime and ultimately help preserve families.

Compensation
This is a full-time position (40 hours/week). Salary is commensurate with experience. Benefits include 50% health cost reimbursement (employee only), sick and vacation time, and holidays. All full-time employees are invited to participate in the company’s health benefits package after completing the 60-90-day (60 for health and 90 for all other benefits) employment introductory period. This position may require working some evenings and weekends.

Work location
This position will our Inglewood office, with some days or evenings worked at our Hawthorne and South Los Angeles location.

Minimum Qualifications
- Graduation from an accredited college or university with a Bachelor’s Degree in Social Work, Criminal Justice, Human Services or a related field OR minimum of one to two years of experience in a Coordinator or Social Service position or performing similar functions OR the equivalent combination of education/experience.
- Candidate must be detail orientated with good communication and organizational skills; must be able to work well under stress and meet deadlines.
- Candidate will be required to pass background clearance and TB test.
- Must be bilingual (Spanish – English)
- Must have valid CA Driver’s license and reliable transportation.

Program Summaries

Everychild Restorative Justice Centers (ERJC)
The Centers divert vulnerable, high-risk youth from the juvenile justice system into community-based, developmental services and supports so that youth break the cycle of delinquent and criminal behavior and activity. The Center utilizes restorative justice principles to integrate evidence-based victim-offender and family mediation services linked to intensive case management, legal and education rights advocacy and wrap-around youth development services provided in-kind by a variety of community-based agencies. The centers incorporate the Juvenile Arrest Diversion Program (JADP), where youth are referred even earlier in the process (at time of arrest) for immediately responsive services and are offered no arrest record if they complete services.
Victim Offender Restitution Services (VORS)
The Victim-Offender mediation program assists victims of crimes and the responsible youth via a mediation process, with the opportunity for dialogue and reaching resolution through an agreement. Mediations facilitated by trained community volunteers are held between offenders and their victims who include private citizens, homeowners, teachers, local city governments, businesses and other youth. Offenses include vandalism, theft, assault, shoplifting and other non-weapon related offenses. And most importantly the program works to provide, financial and psychological restitution for victims and accountability and learning for the responsible youth.

Families Able Resolve Situations (FARS)
Family Mediation supports and assists youth and their parents/guardians to de-escalate conflict in a safe environment. Family mediation empowers the parent and youth to own their conflicts and solutions. The program assists parties to manage and resolve specific issues such as curfew, chores, grades, trust, lack of communication etc. The overall goal is providing tools for families to take home and use in resolving their own disputes outside of the mediation room.

General Functions and Responsibilities: Under the direction of the unit supervisor or program manager, the position of Case Manager will provide case management to parent-teens in dispute within the FARS program and case management to responsible youth and victims within the VORS program. This position is expected to consist of approximately 70% VORS case management and 30% FARS case manager responsibilities.

Case Manager (FARS/VORS) Duties will include but are not limited to:

- Call referred clients to determine eligibility for program and willingness to enroll.
- Prepare the parties for mediation and schedule the sessions.
- Maintain accurate case files; collect and report data as needed for reports and evaluation.
- Monitor clients’ progress in program and ensuring parties complete their restitution agreements.
- Effectively communicate and delegate light case management tasks to office interns.
- Works closely with referral agency and internal personnel to ensure coordinated and effective services.
- Uses strength-based approach to provide families with information and resources, as needed.
- Processing referrals accurately and efficiently within established productivity guidelines and timeframes utilizing all tools and resources available.
- Effectively communicate and delegate light case management tasks to office interns, when applicable.
- Provide positive customer service over the phone and in the office at all times.
- Attend trainings and meetings as required.
- Travel between sites within CYS service areas, including Greater Los Angeles and San Fernando.
- Support volunteer mediators with the information they need to service the parties.
- This position is a Mandated Reporter of suspected cases of child abuse and neglect.
- Provides current information for families about community resources and other organizations, and refers families as appropriate based on needs.
- Cross training in order to support various roles within department as needed.
Other Duties:
Other duties may be assigned as needed.

Working Conditions
Performing duties of the FARS/VORS Case Manager may require spending the majority of the day walking, standing, sitting and regularly driving back and forth to off-site locations. Reliable transportation, a valid driver’s license and insurance is a must. Office Hours: Monday – Thursday 8 – 6, every other Friday 8 – 5; must be flexible to work late hours to accommodate program clients (10:30am – 8:30pm) once or twice per week.

How to Apply
Send a cover letter and resume to recruit@cys-la.org for consideration. Recruitment for this position will end upon receipt of a sufficient number of resumes. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. No phone calls please.

The CYS, Inc. is an equal opportunity employer. Applicants are considered for all positions without regard to race, color, sex, gender identity, national origin, age, mental or physical disability, medical condition, marital status, sexual orientation, pregnancy, ancestry, religion, military or veteran status, or any other status protected by law.

The CYS, Inc. provides reasonable accommodations consistent with its legal obligations. Therefore, applicants who may need reasonable accommodation or other assistance in relation to a disability or religion, at any point within the application process or thereafter if hired, should immediately inform CYS, Inc. by sending an email to recruit@cys-la.org. To learn more about CYS, Inc. or the services provided, you may visit the website at cys-la.org.