

## JOB DESCRIPTION



**Position:** Case Manager – Youth Program

**Reports To:** Program Manager

**Classification:** Full-Time

**FLSA:** Non-Exempt (hourly)

**Supervisory Responsibilities:** No

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### Position Summary

Reporting directly to the Director of Programs, the Case Manager's primary focus is in providing the specialized case management needs of participants in a homeless youth outreach program. The Case Manager works in coordination with partner agencies to address a broad array of client needs through referrals to providers of necessary services, and in providing assistance with benefit and identification assistance. The Case Manager acts primarily as a care coordinator, mentor and client case manager, housing navigator, and may perform duties that include outreach, prevention and risk reduction, crisis intervention, health education, referral for substance abuse and mental health counseling, and benefits counseling. The Case Manager works with program staff to ensure program funds are used according to grant requirements, and maintains quality assurance of client files. Routine duties include interacting with school districts, police, government agencies, faith-based organizations, local businesses and nonprofit agencies to provide client services.

### Responsibilities

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

### Program Implementation

- Assist clients with homework, obtaining resources, developing case plans and mentoring, and completing benefit applications and supportive and subsidized housing paperwork
- Advocate for clients
- Assist clients by managing use of services and expediting service delivery through linkage activities

### Case Management

- Assess client readiness for case management services based on needs and ability and willingness to participate in program
- Create case plans for clients with short, medium, and long-term goals and the steps to achieve those goals
- Assist clients in developing savings and budget plans
- Assist clients with the development of benefit enrollment applications
- Prepare case-related reports including outcomes, successes and challenges
- Assist in the development of basic standards for case management that are flexible and adaptable
- Establish and maintain collaborative working relationships with community resources
- Provide relevant referrals to agencies and service providers based upon the goals and objectives mutually agreed upon with clients.
- Advocate for clients with agencies and service providers to minimize barriers to clients receiving needed services, and follows up with referrals to ensure that clients receive and access necessary services in a timely manner
- Generate reports and other information helpful to program activities

### Outreach and Relationship Management

- Work with supervisor and colleagues on outreach to realtors, landlords, home owners and other housing providers to identify new and existing housing opportunities and build a strong inventory of available housing options for clients
- Actively engage clients on the street, in encampments, and in other unsheltered locations and that involve those who may have significant trust, mental health and substance use issues
- Network with other agencies, coalitions, law enforcement, local business, education, and local community groups
- Actively participate in staff meetings and trainings

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### Qualifications

- Possess a minimum of an Associate Degree in a related field OR Have 1 – 3 years comparable experience in non-profit management, case management and/or program development
- Previous experience with social services and/or homeless programs
- Able to use computers, with proficiency in Microsoft Office software, particularly Excel
- Be a highly motivated self-starter, with proven ability to develop creative solutions
- Project a professional demeanor and possess excellent written and oral communication skills, interpersonal skills, and ability to work both individually and as part of a team
- Maintain regular attendance
- Able to multi-task and remain calm in demanding and unpredictable situations
- Able to maintain a professional, customer service-oriented attitude at all times
- Able to meet face-to-face in the office and in unsheltered locations with homeless individuals of diverse backgrounds and disabilities, including physical, mental, substance abuse, HIV/AIDS, etc.
- Able to tolerate being outdoors in all weather for several hours at a time
- Able to handle environments where extreme standing, walking, bending and lifting may be required
- Able to develop rapport, provide information, and refer with sensitivity to cultural issues
- Display a high level of initiative, effort and commitment towards completing assignments efficiently
- Possess excellent time management skills and the ability to work with minimum supervision
- Possess the ability to vary hours as demanded by job activities; evenings and weekends may be required pertaining to the position's job requirements.
- Bilingual Spanish preferred

### Other Requirements *(may be met at time of hire)*

- Successful completion of background screening
- Reliable transportation, a valid California driver's license and proof of auto insurance, and must be able to qualify for employer insurance coverage
- Current tuberculosis test
- CPR/First Aid Certification

### Work Environment

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure. The employee may be subjected to outside environmental conditions, including accessing areas inhabited by homeless persons that may be inhospitable and often difficult to access because of uneven or harsh terrain.

### Physical Demands

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*

In the course of performing the job, this position typically spends time sitting, standing, walking, stooping, kneeling, climbing stairs, driving, carrying (20lbs), lifting (20lbs), operating a computer keyboard, and making

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and receiving telephone calls. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee may be subjected to outside environmental conditions, including accessing areas inhabited by homeless persons that may be inhospitable and often difficult to access because of uneven or harsh terrain. The employee must be able to tolerate being outdoors in all types of weather for several hours at a time.

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