

YOUTH IN NEED

JOB DESCRIPTION

BACKGROUND

Job Title: Case Manager, Street Outreach

Reports To: Street Outreach Manager

FLSA Status: Non-Exempt

PURPOSE OF JOB

To provide case management and advocacy services for runaway, homeless and at-risk youth. To collaborate with internal and external partners in order to reduce barriers for youth in accessing community resources while increasing their self-advocacy skills.

ESSENTIAL RESPONSIBILITY NO. 1 - 70 % OF TIME

- Task No. 1 Complete assessment and collaborative service plan with each youth on caseload.
- Task No. 2 Meet 1:1 with resistant and hard to reach youth to develop rapport, increase motivation and provide crisis intervention as needed.
- Task No. 3 Complete case management activities in alignment with individual youth goals (i.e. school enrollment, accessing physical/mental health services, applying for Medicaid or SSI, finding long-term housing)
- Task No. 5 Advocate for youth within service systems and train/mentor youth to increase their self-advocacy skills.
- Task No. 6 Engage youth in identifying their strengths, barriers and natural supports in order to move towards independence.

ESSENTIAL RESPONSIBILITY NO. 2 - 15 % OF TIME

- Task No. 1 Develop and maintain relationships with service providers and community organizations in order to reduce barriers for youth accessing services.
- Task No. 2 Network with community resources to establish new partnership opportunities build on existing partnerships for SOP.
- Task No. 3 Attend community and service provider meetings/events to increase collaboration.

ESSENTIAL RESPONSIBILITY NO. 3 - 10 % OF TIME

- Task No. 1 Attend weekly staffing to report on youth's progress and partner with SOP staff to better meet the needs of youth.
- Task No. 2 Maintain open communication with SOP staff to accept referrals and coordinate appointments with youth.
- Task No. 3 Complete all necessary case documentation and reports accurately and in a timely manner.
- Task No. 4 Reassess youth a minimum of every 3 months and track outcomes.

ADDITIONAL RESPONSIBILITIES - 5 % OF TIME

- Task No. 1 Assist with departmental chores, including stocking supplies, vehicle upkeep, etc. to maintain a high functioning program.
- Task No. 2 Support SOP team by assisting with street-level outreach as needed.
- Task No. 3 Represent YIN at community outreach events.
- Task No. 4 Participate in after-hours on-call rotation to support youth in crisis.
- Task No. 5 Other duties as assigned.

Required Education and Credentials

Bachelors in Social Work, Psychology, Sociology or related or HS diploma/equivalent and four years experience in human services or a combination of education and experience equal to above.

KNOWLEDGE

Familiar with at-risk youth behaviors and barriers
Working with hard to reach or resistant individuals and families
Individual must be sensitive to the socioeconomic and cultural characteristics of the service population.
Knowledge of how to access community resources
Understanding of appropriate boundaries with clients
Knowledge of Microsoft office products and ability to navigate program specific software.
Ability to be CPR certified required

EXPERIENCE

Working with at-risk youth
Collaboration with other professionals

SKILLS

Crisis intervention, needs assessment, and ability to provide referrals.
Must be able to develop positive rapport with resistant and hard to reach youth.
Must be skilled in building and maintaining relationships with external service providers.
Networking abilities.
Creativity and flexibility in serving RHY population.
High degree of work ethic and honesty.
Excellent verbal and written communication skills

ENVIRONMENTAL CONDITIONS

This job operates in a varied environment with the majority of the time spent on the street or in a outreach van meeting with RHY. Additional time will be in an office environment completing required documentation and at community organizations for case management with youth or attending meetings. Must be able to attend work during inclement weather conditions.

PHYSICAL REQUIREMENTS

When performing the duties of the job, the employee is regularly required to talk, hear and write. Must have visual ability to supervise youth. Must be able sit in vehicle for a period of time and the ability to walk for extended periods of time, at times on non-paved areas. Ability to lift 20 lbs. to carry supplies or donations.

DRIVING REQUIREMENTS

Class E Driver's License Required

Local travel required.

Ability to drive a van to transport youth.

Must be insurable under Youth In Need auto liability coverage (see Employment Screening Policy).

OTHER REQUIREMENTS

Ability to work a flexible schedule outside of traditional work hours to accommodate the needs of the youth.

Ability to work effectively with a diverse team.

Written By: Barissa Ford
Approved By: April Steavenson
Approval Date: 11/14; 4/16; 2/20

Employee Signature: _____ **Date:** _____

Employee Printed or Typed Name _____

Note: This job description in no way states or implies that these are the only duties to be performed by the incumbent in this position. Requirements are representative of minimum levels of knowledge, skills, and/or abilities expected to meet job standards.

YIN is committed to equal opportunities for all applicants and employees without regard to ability/disability, age, ancestry, color, cultural background, faith/religion, gender, gender identity, gender expression, genetics, income, marital status, national origin, political belief/affiliation, pregnancy, race, sex, sexual orientation, veteran status, or any other characteristic protected by applicable law.