



## **Transitional Living Program Case Manager**

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified.

**POSITION SUMMARY:** provide case management services to homeless youth in coordination with other programs.

### **QUALIFICATIONS:**

- Bachelor's degree in Behavioral Science or related field or equivalent experience and training.
- Two years counseling or case management experience with at-risk youth preferred.
- If you are required to drive a Community Works vehicle for your position: you must have a good driving record and a valid driver's license.
- If you are required to drive your personal vehicle for agency business more than 3 times an average month for your position: you must have a good driving record, a valid driver's license, and personal auto insurance with required personal liability minimum as mandated by Community Works insurance carrier. (Current personal liability amounts for Bodily Injury are \$100,000 each person, \$300,000 each occurrence).
- Must successfully pass a Background and Abuse Check.

### **SKILLS AND ABILITIES:**

- Ability to handle confidential information concerning the Agency, clients, and program organizational plans, policies, and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Must be culturally competent and sensitive.
- Understanding of child and adolescent development issues.
- Familiar with asset building.
- Familiar with the Positive Youth Development Model.
- Familiar with community resources and ability to support youth in accessing these resources.
- Good time management skills and ability to meet deadlines.
- Good computer and word processing skills.
- Good written and verbal communication skills.
- Good problem solving and coaching skills.
- Ability to provide effective crisis intervention with youth and families.
- Ability to relate and work effectively in collaboration with other agencies.
- Ability to work in a cooperative team approach in delivering comprehensive services to youth and families.
- Ability to gather information and access client's background and needs.
- Ability to explore and access community resources.
- Ability to work independently and with minimal supervision.
- Ability to work collaboratively with other personnel or professionals.
- Ability to make sound decisions in accordance with agency policy, procedure and protocol while working in the field with clients.

**ESSENTIAL FUNCTIONS:** (The essential functions below include tasks that are integral to job performance and fundamental to accomplishing the job.)

#### **Direct Services:**

- 50% of work time is in providing direct services to clients.
- Provide intake and assessment, case management and coaching for homeless youth.
- Ensure that clients meet the criteria for being in the TLP program.
- Provide on-going case management and written documentation of case notes, monthly stat sheets, service updates and all other mandatory reporting.

- Provide appropriate referral to other agencies, as needed.
- Provide crisis coverage, crisis intervention and follow all procedures as outlined.
- Create and implement a long-term service plan for each client, to assist youth to become self sufficient and independent.
- Assist appropriate youth to acquire host home placements or apartments and monitor their progress.
- Assist youth in identifying and utilizing community resources.
- Maintain regular, ongoing contact with each client.

Indirect Services:

- Complete all client record documentation including assessments, service plans, service plan reviews, discharge reports and aftercare plans.
- Provide service notes for all direct services within 72 hours of delivery.
- Maintain client files per program protocols.
- Develop and maintain relationships with community organizations to meet needs of clients.
- Conduct regular client reviews of caseload.
- Attend team meetings as required.
- Provide client data for tracking information on a daily and weekly basis.
- Participate in all required staff development and training activities.

Other Responsibilities:

- Adhere to ethical standards and best practice standards.
- Meet administrative and service standards set forth by the Council on Accreditation.
- Maintain clear and appropriate communication with other staff.
- Adhere to policies and procedures of the agency and TLP services.
- Promote the agency in a positive manner to co-workers and the community.
- Maintain confidential information concerning the agency, clients, and program organizational plans.
- Participate in continuous quality improvement process for program evaluation including client record reviews, client surveys and outcome measures.
- Maintain a positive, professional demeanor at all times with colleagues, volunteers, community partners, and community members.
- Adhere to the requirements of grant/contracts.
- Provide a safe physical and emotional environment for clients in the program.

Position Name: Case Manager

Department: Transitional Living Program, Youth & Family Services

Supervisor: Program Manager

FTE:  Exempt  Non-Exempt

Position #:

Position Open: Until Filled

Send your cover letter and resume to be considered for this position.  
Please include the position name and position number  
in the subject line of your email and in your cover letter.

For open positions, check our website at [www.community-works.org](http://www.community-works.org)

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