



Position Title:	Case Manager
Supervisory Responsibilities:	No
Budget Responsibilities:	None
Reports To:	Program Manager
FLSA Classification:	Exempt
Date:	April 2023

POSITION SUMMARY:

The Case Manager works with vulnerable youth and young adults providing wrap-around services to help them to reach their highest potential. They work with participants to assess personal strengths, and develop individualized plans to achieve identified goals.

PRIMARY RESPONSIBILITIES:

1. Enrolls eligible youth in programs and/or services at the Youth Opportunity Centers and monitors and supports program retention and completion.
2. Administers intakes and produces a comprehensive assessment of participants' social emotional, personal, educational and employment skills and goals, and support service needs. Follows established Red Flag Action protocols and procedures to identify and act on emergency or critical case management needs.
3. Creates and coordinate a mutually agreed-upon individual service strategy plans for each client.
4. Meets regularly with individual clients to monitor needs and progress on an ongoing basis, provide case management, referrals, mentoring, and coaching.
5. Records client interactions, services, and events in a timely and proficient manner, to ensure that goals and objectives are met. Maintains and updates participant plans and files in accordance with program standards and contract requirements.
6. Maintains organized and updated physical and electronic files on each client, including relevant documentation, signed forms and releases. Implements evaluation aspects of all program components for youth ensuring confidentiality of data related to intakes, follow-up, exit, and satisfaction surveys. Adheres to all federal, state and local client document confidentiality requirements.
7. Responds appropriately to emergencies that involve or impact youth safety and security.
8. Supports Identity's mission and values. Continually looks for ways to improve the organization and works in alignment with Identity's strategic goals.

SECONDARY RESPONSIBILITIES:

1. Attends and actively participates in required trainings, meetings, and presentations.
2. Participates in organization's outreach and advocacy activities.
3. Coordinates with other Identity programs.
4. Orders and organizes program materials and supplies and submits necessary documentation.
5. Performs other duties as assigned.

EDUCATION, EXPERIENCE, and REQUIREMENTS:

- Bachelor's Degree required, preferably in Social Work, Sociology, Psychology or related field
- 1-3 years' experience as a career navigator or case manager or working with out of school at-risk youth ages 16-25
- Knowledge of adolescent psychology (including Stages of Change and developmental stages), Positive Youth Development Model, motivational interviewing and counseling
- Knowledge of community resources
- Experience using database software desirable
- Must be able to pass a federal criminal background check and a Child Protective Services background check
- Valid driver's license required and must meet Identity's driving record standard

SKILLS AND ABILITIES:

- Bilingual English/Spanish preferred.
- Proficient in Microsoft Office software.
- Excellent oral and written communication skills along with ability to make public presentations.
- Ability to assess individual skills with precision and make appropriate referrals.
- Builds rapport and trust with clients, staff and stakeholders.
- Thrives in a fast-paced environment. Prioritizes and organizes multiple projects to meet deadlines with effective and efficient use of resources.
- Is able to work under pressure, handle emergencies with professionalism and defuse crisis situations.
- Works collaboratively in all situations with clients and staff. Ensures clients' comfort and trust.
- Enjoys being challenged and is open to learning from others.
- Practices with a strong code of ethics and integrity, and fulfills obligations.
- Demonstrates sound judgment and decision making when working with youth and others. Shows flexibility, initiative, and resourcefulness in all actions and conversations.
- Is able to handle and be entrusted with confidential information.

WORK ENVIRONMENT:

- Able to work a flexible 40-hour work week including periodic evening and/or weekend work as necessary.
- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility.
- Keyboard use of greater or equal to 30% of the workday.
- The ability to lift and move up to 10 lbs.
- Semi-private office or open work area; easily interrupted with external noise; and controlled air temperature.
- Requires travel between sites.