



Position Title:	Youth Engagement Outreach Specialist/Case Manager
Supervisory Responsibilities:	None
Budget Responsibilities:	None
Reports to:	Program Manager
FLSA Classification:	Non-Exempt

POSITION SUMMARY:

The Youth Engagement Outreach Specialist/Case Manager is primarily responsible for identifying and engaging young people (ages 10-17) diagnosed with substance use disorder in Aspen Hill, Glenmont, and Wheaton, MD. The duties include developing and implementing outreach strategies to identify the needs of youth, provide substance use disorder education, facilitate group sessions, conduct recreational and social activities to attract youth, and document and maintain records of interactions.

They will also provide case management by assessing the individualized needs and concerns of their clients, advocating for their clients' well-being, and ensuring that their clients are connected with the appropriate services and programs. The duties include completing needs assessments, developing individualized case management plans, advocating and supporting clients, and documenting and maintaining records.

Primary Responsibilities:

1. Develops and implements community outreach strategies to identify and engage young people diagnosed with substance use disorder to meet contractual output and outcome targets of this grant.
2. Establishes connections with key school and community stakeholders to identify youth with substance use disorder.
3. Provides education and support to young people regarding substance use disorders, emphasizing prevention, intervention, recovery, and harm reduction.
4. Facilitate group sessions for the youth to discuss their unique challenges and collaboratively develop actionable steps to address those challenges.
5. Fosters a safe and non-judgmental environment for open communication, allowing for effective engagement and support.
6. Assists youth in developing life goals and an action plan to achieve them.
7. Advocates for resources and services that enhance the overall well-being and recovery of young people struggling with substance use.
8. Maintain accurate and confidential records of interactions, progress, and challenges faced by everyone in the program.
9. Establish relationships with service providers and treatment centers and become familiarized with county and state services to appropriately identify support services and programs for clients.
10. Conduct comprehensive needs assessments of young people and develop individualized case management plans for those diagnosed with substance use disorder to identify their unique needs, strengths, and challenges.
11. Collaborate and connect with clients' families to determine familial case management needs and interventions to provide better support to youth.

12. Facilitate communication between clients, their families, and treatment providers to coordinate care and monitor the delivery of services, including medical, mental health, and social support, to ensure a holistic and integrated approach to treatment and recovery.
13. Advocate for clients to access appropriate resources, including educational, vocational, and housing support while navigating barriers to recovery.
14. Document client progress, notable interactions (e.g. home visits), adjustments to treatment plans, and any barriers to recovery, maintaining accurate and confidential records observing HIPAA and FERPA regulations.
15. Provide crisis intervention and support during challenging periods, working closely with clients to develop coping strategies and relapse prevention plans.
16. Stay informed about the latest developments in substance use disorder treatment modalities, best practices, and community resources.

Secondary Responsibilities:

1. Participate in Identity's advocacy activities.
2. Attend and actively participate in required training and meetings.
3. Assist other program staff as needed.
4. Assist with excursions and special events as needed.
5. Perform other duties as assigned, required, or needed.

Education and Experience:

- Bachelor's degree preferred or equivalent work experience in community engagement, social work, or counseling.
- Prior knowledge of the Positive Youth Development Model, Stages of Change, the Fentanyl Crisis, and Mental Health First Aid.
- Experience conducting youth outreach, especially to those with a substance use disorder, working with youth and a strong understanding of substance use disorder.
- Must be able to pass a federal criminal background check and a Child Protective Services background check.

Skills and Abilities:

- Must be reliable, efficient, and able to work independently to coordinate care and make client referrals to appropriate services and programs.
- Bilingual English/Spanish required.
- Proficient in Microsoft Office, including Word and Excel.
- Knowledge of community resources, treatment options, harm reduction, and support services available for people with substance use disorders.
- Excellent communication and interpersonal skills to effectively engage with young people and collaborate with a diverse team of professionals.
- Ability to adapt to a dynamic and fast-paced environment while maintaining empathy and compassion.
- Strong organizational skills to manage outreach initiatives, workshops, and individualized recovery plans.

Work Environment:

- Periodic morning but mostly evening/weekend work necessary.

- Requires travel between sites. Valid driver's license, car, proof of insurance, and clean driving record required.
- This is a hybrid position with 65% of the time in the field and 35% work from home.
- Must have a quiet, private area and access to high-speed Wi-Fi at home to conduct business.
- Private or semi-private office with controlled air temperature that varies by site.
- Keyboard use of greater or equal to 40% of the workday
- That ability to lift and move up to 10lbs.