



JOB DESCRIPTION

Job Title: Street Outreach Case Manager (Full-Time, Non-Exempt)

Location: Saratoga Springs Office

Pay Rate: \$23.08 per hour

Reports to: Street Outreach Program Manager

Job Category: Case Manager – Engaged in program client communication. May be responsible for establishing and managing partnerships with public and private organizations, training staff and volunteers and reporting on program outcomes. Duties include direct service interaction with clients, case coordination and service linkage, correspondence, mailings, filing, inputting data, research, budgeting and maintaining program databases.

Job Summary:

The Case Manager is responsible for coordinating and/or providing services directed at empowering youth and young adults at-risk to cope with and resolve the problems that have led to their crisis. The primary goal for the Case Manager will be to help clients safely exit unsafe living situations and enter into a supportive and positive living situation, which can include emergency shelter, transitional living situation, foster care, living with other family members, etc.

The position is responsible for providing case management and support to cope with physical, medical, social, financial, and psychosocial needs. This includes screening and interviewing potential clients, developing action plans and goals with client, connecting client with additional resources including training, education, healthcare, and financial, assisting client with problem solving, providing support and encouragement and monitoring client success. This responsibility includes but is not limited to: preparing individual service plans, assisting client in achieving goals and objectives, scheduling appointments for services, making and coordinating referrals, providing transportation to and from appointments, help client to assess their strengths and weaknesses, advocating for client to ensure services and resources are accessible and provided, and evaluating the delivery of services within the scope outlined by CAPTAIN CHS policies and procedures.

Job Duties and Responsibilities:

- Interview client at the point of referral, i.e., at school, probation, court, counselor's office, telephone, on the street, and determine appropriateness of the client for case management. Complete intake process, develop individual service plans, and assist in setting long and short-term goals.
- Coordinate and integrate community support services with client. Encourage client to take ownership in meeting their needs. Regularly assess the client's progress against the agreed upon service plan and make adjustments as needed with client's input.
- Work schedule includes one evening a week (aside from Drop-In program) and one weekend per month.

- Identify community support services with client, taking into account his or her sexual orientation, cultural, ethnic, religious and family backgrounds. Coordinate and maintain outreach services with other human service agencies. Collaborate and network with community resources on a regular basis.
- Coordinate and maintain contact with youth in emergency shelter to aid with case management coordination. Maintain regular contact with emergency shelter case managers and housing managers in regards to youth's behavior and actions while in shelter.
- Maintain and complete accurate records on all clients. Maintain accurate and up to date entries on all databases, including monthly Director's Reports and RHYMIS. Maintain accurate records of all services provided to client and maintain a case file for each. Maintain accurate records for internal reports.
- Manage the discharge plan including development of an individualized care plan with the client.
- Advocate for the client to ensure their needs are being met through access to entitlement programs, vocational/educational opportunities and housing needs.
- Link the client with community resources and activities during weekends, school breaks and summer.
- Complete and document 40 hours of training annually.
- Attend weekly program staff meetings with the Street Outreach Program Manager and Street Outreach team members. Facilitate and coordinate weekly case review meetings.
- Other duties as assigned.

Qualifications:

- Bachelor's degree from an accredited college or university with two years' experience in the field of human services, one of which is preferably in a supervisory capacity. Case Management experience is preferred.
- NYS Driver's License with three years driving experience and record acceptable to agency insurance and provide evidence of appropriate vehicle insurance coverage.
- Employment contingent on successful background check.

Skills Required:

- Excellent verbal and written communication skills.
- Ability to multi-task and provide professional supervision during crisis situations.
- Ability to be a self-starter and critical thinker that requires limited supervision.
- Strong work ethic.
- Strong computer skills in Windows platform to include Word, Excel, PowerPoint and Outlook.
- Flexibility to work early or late as needed.
- Excellent organizational and interpersonal skills.

Telecommuting and Remote Work Policy:

Generally, work from home is not a viable option as this position requires significant case management responsibilities, interactions with clients, staff, community partners, volunteers, and the public. Working from home will be considered in unusual circumstances and only when the Street Outreach Manager is available to assume in-person responsibilities.

Employer Disclaimer:

- Employees are required to follow any other job-related instructions and to perform job-related duties requested by their direct supervisor.

- This job description does not create an employment contract, implied or other than an “at will” employment relationship.

CAPTAIN is proud to be an Equal Opportunity Employer (EOE)

*To apply please send Cover Letter and Resume to the following:

Nicole Armour, Runaway and Homeless Youth Program Director, at nicole@captaincares.org