



# CAPTAIN

Community Human Services

**Job Title:** Housing Case Manager (Full Time)

**Program:** Street Outreach Program

**Reports To:** Street Outreach Program Manager

**Hiring Rate:** \$17/hr.

**Schedule:** Monday, Wednesday, Friday 9am-5pm and Tuesday, Thursday 10am-6pm

### **Job Summary:**

The Housing Case Manager is responsible for coordinating and/or providing services directed at empowering youth at-risk of, couch surfing, or experiencing street homelessness to cope with and resolve the problems that have led to their housing crisis. The primary goal for the Case Manager will be to help youth safely exit the streets 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 youth with 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. Whenever possible, the Case Manager shall work toward reuniting youth with their families and shall encourage youth and their families to resolve differences. If the youth's home is not an option, the goal is to assist the youth in his or her transition into an alternative placement.

In general, this responsibility includes but is not limited to: preparing individual service plans, assisting youth in achieving goals and objectives, scheduling appointments for services, making and coordinating referrals, providing transportation to and from appointments, help youth to assess their strengths and weaknesses, advocating for youth 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.

The position is a non-exempt, full-time position that is eligible for 100% benefits as per the CAPTAIN Community Human Services Employee Personnel Policy Manual, to include health benefits and vacation. The position is scheduled, but not guaranteed or limited to, five shifts per week for a total of 37.5 hours, that are primarily during the day, or as indicated by the Street Outreach Program Manager.

### **Duties and Responsibilities:**

- Complete and document 40 hours of training annually.
- Attend weekly program staff meetings with the Street Outreach Program Manager and Street Outreach Workers. Facilitate and coordinate weekly case review meetings. Attend monthly CAPTAIN All Staff meetings facilitated by Executive Director.
- Interview youth at the point of referral, i.e., at school, probation, court, counselor's office, telephone, on the street, and determine appropriateness of the youth for case management. Complete intake process, develop individual service plans, and assist youth in setting long and short-term goals.

- Coordinate and integrate community support services with youth. Encourage youth to take ownership in meeting their needs. Regularly assess the youth's progress against the agreed upon service plan and make adjustments as needed with youth's input.
- Identify community support services with the youth, 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 shelter to aid with case management coordination. Maintain regular contact with shelter case managers and housing managers in regards to youth's behavior and actions while in shelter.
- Maintain and complete accurate records on all youth. 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 youth and maintain a case file for each youth. Maintain accurate records for internal reports.
- Manage the discharge plan including development of an individualized care plan with the youth.
- Advocate for the youth to ensure his or her needs are being met through access to entitlement programs, vocational/educational opportunities and housing needs.
- Link the youth with community resources and activities for the youth during weekends, school breaks and summer.
- Other duties as assigned by Street Outreach Program Manager on an as needed basis.
- Work closely with the CARES Street Outreach Team to connect referrals to appropriate community service providers
- Develop safety plans, as well as exit strategies for youth in an immediate housing crisis's.

**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.
- Must possess a valid Driver's License and provide evidence of appropriate vehicle insurance coverage.
- Must possess excellent organizational and interpersonal skills, and demonstrate flexibility and initiative.
- Contingent on successful SCR, SEL and Criminal background check.

**Telecommuting and Remote Work Policy:**

Generally, work from home is not a viable option as this position requires significant program management responsibilities, interactions with 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 will be required to follow any other job-related instructions and to perform any other 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.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_/\_\_\_/\_\_\_

**Direct Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_/\_\_\_/\_\_\_

