

DIAL/SELF Youth and Community Services – Job Description

Title: YYA PSH (Permanent Supportive Housing) Case Manager

Department: YYA (Youth Young Adult)

Supervisor: Case Management Supervisor

Status: Full-time, 37.5 hours per week

Job Summary: Provides case management and other direct support services to tenants in DIAL/SELF's TeenHousing programs, located in Greenfield and Orange. Supports Franklin County youth resource drop-in centers.

Qualifications:

- Associates Degree in human services or related field, preferred.
- Professional experience with adolescents/young adults.
- Ability to manage stressful situations, prioritize, problem-solve effectively, and maintain professional boundaries.
- Excellent communication and interpersonal skills.
- Excellent computer skills.
- Must be available to work weekends and evenings on a regular basis.
- Ability to walk up and down 3+ flights of stairs.
- Must have a valid driver's license, reliable automobile and pass background checks.

Duties and Responsibilities:

- Establish positive relationships and maintain appropriate boundaries with program participants
- Provide intakes and case management for prospective program participants, current program participants, and short-term case management for tenants transitioning out of the programs
- Support program participants in meeting DIAL/SELF, Section 8, and MRVP program expectations
- Work with participants to complete skills assessments and other tools, and to identify their goals and assist in developing Individual Case Plans
- Advocate for participants in obtaining necessary services
- Respond appropriately to crisis situations
- Complete necessary paperwork and participant records in a timely and organized manner and maintain participant files
- Maintain data tracking in HMIS and related systems
- Provide participants with transportation as appropriate
- Maintain relationship with the Regional Housing Authority
- Participate in regular staff meetings, clinical trainings, and individual supervision meetings
- Participate in On-Call rotation beginning six months after hire date, or sooner, as appropriate
- Weekend, evening work, and holiday coverage required at times
- Participate in regular drop-in staffing
- Other duties as assigned

Compensation:

- \$15.50-16.50/hr
- Excellent benefit package (Paid Time Off, Paid Sick Time, Life Ins., 70% paid Health/Dental)