

Job Description

Title: Case Manager [Hampshire County focus]

Department: Youth Services Division [Youth & Young Adult (YYA)]

Supervisor: Case Management Supervisor

Status: Full-time, 37.5 hours per week, non-exempt employee

Job Summary:

The Case Manager is responsible for providing a variety of services to street, homeless, and other at-risk youth, and families, including, but not limited to: Resource & Referral services, crisis intervention, outreach, case coordination, Resource Drop-In Center services, and advocacy. This position will be focused primarily on Hampshire County. Due to the COVID-19 pandemic, this position is currently performed primarily remotely, but on site work is required as need arises.

Qualifications:

- Applicants with lived experience and/or Spanish fluency strongly preferred.
- Case Management experience and/or relevant education preferred.
- Must have professional experience with youth and/or young adults. (under 25 years old)
- Ability to manage stressful situations, prioritize, problem-solve effectively, and maintain professional boundaries.
- Effective communication and interpersonal skills for interacting with YYA, other providers, staff and community members.
- Basic competency with smartphones, tablets, email and web-based data entry systems.
- Ability to provide coverage as part of a 24 hour internal on-call hotline team at least one week and weekend per month.
- Ability to walk up and down 3 flights of stairs, ability to work from home with internet access if needed
- Must have a valid driver's license, reliable transportation, pass a variety of background checks.

Duties and Responsibilities:

- Reach out to youth on the street, in schools, at resource drop-in centers and in other settings during days and times that coincide with youth activity patterns.
- Establish positive relationships and maintain appropriate boundaries with youth.
- Conduct crisis assessments and provide crisis intervention services, as needed.
- Work with participants to identify goals and develop case plans and facilitate participants' work towards achieving the goals identified in the case plans.
- As appropriate, conduct independent living skills assessments with program youth to determine their needs and make appropriate referrals.
- Provide participants with transportation as appropriate.
- Advocate for program youth in obtaining necessary services.
- Provide YYA with information for relevant housing programs and help coordinate the application process.
- Work in a coordinated manner with the program team staff, AmeriCorps members, interns and volunteers.
- Complete all required case coordination and outreach records, statistical monitoring, data tracking, and maintenance of youth files and HMIS data entry.
- Participate in regular staff meetings, clinical trainings, and individual supervision.
- Participate in service networks and establish/nurture additional community connections/relationships as directed
- Participate in a DIAL/SELF crisis response team, including rotating on-call schedule and back-up coverage. (additional stipend provided)
- Attend professional training seminars as deemed appropriate.
- Other duties as assigned.

Compensation:

- \$16.50/Hour (+0.50/hour Spanish Fluency, +0.50/hour relevant Lived Experience)
- Health New England, Altus Dental (70% employer paid), Life Insurance (100% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 20 Days of Paid Time Off per fiscal year at starting