

Title: YYA PSH (Permanent Supportive Housing) Case Manager

Department: YYA (Youth Young Adult)

Supervisor: Housing First Coordinator

Status: Full-time, 37.5 hours per week M-F schedule, 3 days - 9AM-5PM and 2 days -11AM-7PM, non-exempt employee

Job Summary: DIAL/SELF is committed to creating a culture of diversity, equity and inclusion, and the work of this position requires that applicants be able and willing to embrace this commitment. The PSH Case Manager provides case management and other direct support services to tenants in DIAL/SELF's Teen Housing programs, located in Greenfield and Orange.

COVID-19 considerations:

All staff are required to wear masks on site, and during in-person interactions. The agency is in the process of crafting a COVID-19 vaccine employee requirement policy. If you have questions about how this policy would impact you please ask. There is an expectation of on-site work in Orange and Greenfield, with some remote work possible.

Qualifications:

- Applicants with lived experience (navigating homelessness and housing instability) strongly preferred
- Applicants with Spanish fluency strongly preferred
- Must have experience supporting 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 participants, 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, and have safe driving record
- CORI, SORI, DCF, FBI and driving record checks required as part of hiring process

Duties and Responsibilities:

- Complete initial two-week orientation and case management position training
- Establish positive, youth-focused relationships and maintain professional, supportive boundaries with youth
- Advocate for participants in obtaining necessary services
- Respond to emergency and crisis situations promptly, as needed

- Provide 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
- Maintain relationship with the Regional Housing Authority
- Complete all required paperwork, data entry, and maintenance of youth files
- Provide participants with transportation as appropriate
- Participate in regular staff meetings, clinical trainings, and individual supervision meetings
- Work in a coordinated manner with the program team staff, AmeriCorps members, interns and volunteers
- Participate in service networks and establish/nurture additional community connections/relationships as directed
- Participate monthly in a DIAL/SELF 24 hour internal on-call hotline team (additional stipend of \$27/day provided)
- Participate in regular drop-in staffing
- Attend professional training seminars as deemed appropriate
- Support agency peers as needed with tasks as part of team approach to support the needs of agency programs

Compensation:

- 17.25/Hour (+0.50/hour Spanish Fluency, +0.50/hour relevant Lived Experience experiencing homelessness as a YYA)
- Health New England, Delta Dental (70% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 20 Days of Paid Time Off per fiscal year at starting
- 30 minutes paid self-care time per day

Ver. 10-20-2021