**Position Title:**

Street Outreach Case Manager

**Job Status and Wage:**

40 hours, non-exempt, $16.35 – $20.19 DOE

Hours are typically Monday-Friday 10am-6pm (with some evening and Saturday hours).

**Department:** Community Connections

**Location:** Drop-in Center

**Reports To:** Drop-in Center Program Manager

**Number of People Supervised:** none

**POSITION PURPOSE**

**Provide case management services for all youth enrolled in the Street Outreach Program (SOP), which includes: supporting youth in developing a strength-based and trauma informed plan of care based on identified needs, goals and objectives; coordinating necessary services and resources for young people who living on the streets or unstably housed; identifying and supporting access to safe and stable housing options; building bridges of support and communication between youth and their formal and informal supports.**

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following list of duties or tasks is not intended to be complete but to represent some of the tasks required under each of the major responsibilities.

**Case Management**

* Support youth enrolled in SOP to develop a plan of care to identify needs, goals and objectives that are strength based and trauma informed. Monitor and update plans as needed to ensure accuracy.
* Provide services in a culturally responsive and youth-friendly manner.
* Work in collaboration with the SOP coordinator during street outreach and community events to create opportunities for youth engagement, enrollment and linkage to services and resources.
* Provide services utilizing a Nurtured Heart Approach, and applying Trauma-Informed, and Strength-Based models.
* Support and assist youth as needed to complete forms and obtain required documentation.
* Maintain an up-to-date knowledge of current resources and services related to young people who living on the street and those who are unhoused; including housing supports (shelters, transitional living programs, permanent and supportive housing options), schools, employment assistance, behavioral health and substance use treatment.
* Maintain meticulous records of all youth, guardian and resource contacts.
* Maintain accurate and timely documentation and data entry in database.
* Act as the primary point of contact for coordinating services.
* Transport young people to necessary appointments and to access needed resources.
* Coordinate care as needed with supportive services within and outside of New Day
* Plan and implement outreach events and community building activities in collaboration with SOP Coordinator (2X per month)
* Able to be in unpredictable situations and assess for risk***PTION***

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**SERVICE DELIVERY APPROACH**

• Utilize effective, positive communication skills with peers, staff, families, community and general public.

• Approach all interactions with youth and community partners from a perspective of respect and collaboration (including face-to-face, email and telephone).

• Maintain a flexible schedule related to hours and days of work in order to meet the needs of youth and families.

• Be an active team member of SOP team.

**EDUCATION & RELATED WORK EXPERIENCE**

**Education Level/ Years of Related Work Experience:**

**(minimum & preferred educational requirements necessary to perform this job successfully)**

Minimum staff qualifications are:

* A Bachelor’s degree in a human service field from an accredited university (preferred) and one (1) year relevant experience working with the target population or some college (minimum) and three years relevant experience
* Must be 25 years of age or older
* Experience working with people young people and/or people living on the street
* Knowledge of adolescent development as well as street culture

**CONDITIONS OF EMPLOYMENT**

**(Describe any specific conditions for employment relative to this position)**

Must be able to pass comprehensive criminal, sexual offender, MVD background checks.

Must have car, valid driver’s license, and maintain state required automobile insurance minimums.

Must be fully vaccinated (including booster) against Covid-19 or willing to get vaccinated.

**WORK ENVIORNMENT AMERICANS WITH DISABILITIES ACT**

**Equipment Used:**

PC and standard office equipment,

***Equal Employment Opportunity***

New Day Youth and Family Services provides equal employment opportunities to all qualified individuals without regard to

race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or

mental handicap or disability.

***Job Responsibilities***

The previous statements reflect the general duties, responsibilities and competencies considered necessary to perform the

essential duties & responsibilities of the job and should not be considered as a detailed description of all the work

requirements of the position. New Day Youth and Family Services may change the specific job duties with or without prior

notice based on the needs of the organization.