

YOUTH CASE MANAGER Job Description

YouthBuild

TITLE: YOUTH CASE MANAGER

STATUS: Full-time, Non-Exempt

QUALIFICATIONS: BS/BA degree in human service field. Experience working with youth, community organizations, volunteers, businesses, and youth preferred. Knowledge of grant programs, case management, monitoring, or related experience is helpful.

DEFINITION: The Case Manager will be part of an innovative team of service providers and educational experts that will work collectively to create/implement an innovative program for young people in St. Joseph that face the greatest barriers to finding employment. The Case Manager will provide one-on-one supportive services to at-risk and transitional-age youth who are preparing to join the workforce. The Case Manager will assess basic needs, identify barriers to employment, develop an Individual Service Plan to address those barriers, and coordinate services to help youth prepare for and secure living wage jobs with a career path upon graduation of the YouthBuild program.

DUTIES AND RESPONSIBILITIES:

- Contact, receive and review referrals to the YouthBuild St. Joseph Program from local schools, community-based organizations, and government agencies, including walk-ins.
- Participate and coordinate outreach activities that include making presentations to non-profit organizations, government agencies, probation/parole staff, schools, and community events.
- Conduct program orientation and intake.
- Conduct individual needs assessments with regard to basic needs.
- Develop an Individual Service Plan identifying barriers to employment and action steps to address those barriers.
- Assist youth with enrollment into program services.
- Assist with facilitation of employment readiness, leadership, and life skills workshops.
- Track youth participation in each program component (educational, construction, CNA, counseling, leadership development, employment readiness, and life skills workshops).

- Meet with youth on an individual basis at least bi-weekly to monitor progress in each program component
- Build relationships with community-based organizations and government agencies to promote collaboration, solve problems, and identify resources for youth.
- Provide information and referrals for youth who cannot participate in the program due to eligibility criteria or limited program capacity.
- Follow program procedures with regard to recordkeeping, documentation, confidentiality, and case files.
- Collaborate and confer with staff as appropriate to coordinate services and implement the program.
- Meet weekly with other youth employment staff to plan activities, strategize on service delivery, and other activities as needed to further program goals.
- Assist with fulfilling grant and contract requirements for the program.
- Participate in program evaluation process.
- Facilitate and coordinate life skills workshops and activities for participants.
- Other duties as assigned.

SKILLS & ABILITIES:

- Ability to provide positive, outstanding customer service.
- Ability to maintain confidentiality.
- Ability to interact positively with a variety of personalities and socio-economic populations.
- Ability to work in a team environment and provide support to fellow team members.
- Knowledge and thorough understanding of the job search process, Missouri job market, Child Labor Laws, and other related items.
- Problem-solving skills, organizational skills, time management skills, and excellent oral and written communications skills are essential.
- Proficiency in a variety of computer software applications are required including Microsoft Office Suite, email and internet applications.

REQUIREMENTS:

- Travel is required. Individual **must** possess a valid driver's license with chauffeur's classification and access to a reliable, insured motor vehicle.
- Overtime may be required.
- Individual must pass a background check prior to an offer of employment.

St. Joseph Youth Alliance is an equal opportunity employer and provider of employment training services. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can dial 711.