Case Manager

**Department/Program:** YouthSource Center  
**Revised:** August 2020

**Reports To:** YouthSource Center Program Director  
**FLSA Status:** Nonexempt

**Job Summary:**
The Case Manager will work with individual YouthSource Center clients to conduct in-depth case management “needs assessments” that identify individual needs and remove barriers to employment, health and overall well-being. The Case Manager will identify resources and services to address those needs and support access to services by developing a personalized care plan in conjunction with the individual that meets the goals and objectives of the client. The Case Manager will also track client progress and matriculation through YouthSource Center programming and developmental activities.

**Supervisory Responsibilities:**
- This position has no direct supervisory responsibilities.

**Duties/Responsibilities:**
- Oversee implementation of services for each client
  - Assess client needs
  - Complete case plans and other documentation using requisite documentation and following established protocol
  - Provide and maintain appropriate client data and files
  - Participate in staff meetings, trainings and other programs as requested
  - Assist in program evaluation
  - Handle crisis and/or emergency situations as needed
  - Provide transportation vouchers and other supportive services
  - Participate in all appropriate sessions and meetings
  - Assist in development and coordination of special assignments and programs
  - Maintain a professional attitude, confidentiality, and respect cultural differences
  - Complete all other duties as assigned
  - Work closely with the job development staff in keeping open communication and interaction to meet customer satisfaction and job placement goals.
  - Must be available to work some evenings and weekends.
  - Attend to clients as the point of entry to the YouthSource Center
  - Perform other related work as required

**Required Skills/Abilities:**
- Excellent communication and organizational skills; strong written and interpersonal skills
- Experience working with individuals with diverse ethnic backgrounds
- Demonstrated ability to work effectively as a member of a team
- Leadership experience working with community social service and health organizations strongly preferred
- Bilingual/Spanish a plus
- Experience working with high-risk youth or out of school youth
Education and Experience:

- Bachelor degree in Social Sciences or similar field (MSW preferred)
- Three years’ experience providing case management services
- Two years working in a non-profit organization or similar environment
- Proficient in Microsoft Office (Word, Excel, Access, PowerPoint)
- Must have a valid driver license and clean driving record

Physical Requirements:

- Must be physically able to operate a variety of equipment including computers, projectors, scanners, copiers, facsimile machines, calculators, etc.
- Must be physically able to operate a motor vehicle
- Must be able to exert up to 20 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body
- Light Work usually requires walking or standing to a significant degree
- Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments or directions to subordinates or assistants
- Language Ability: Requires the ability to read a variety of correspondence, reports, forms, applications, etc. Requires the ability to prepare correspondence, reports, presentations, requisitions, forms, evaluations, budgets, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence
- Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables
- Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English
- Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide
- Must be available to work Monday, Wednesday and Friday 9:00am – 6:00pm, Tuesday or Thursday 11:00am – 8:00pm and One Saturday a month 9:00am – 1:00pm and have reliable transportation