



# Jackson Street Youth Services

*Position: Transitional Services Case Manager*

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**Summary Overview:** Works directly with youth (and their families) who have been in emergency shelter for 21 nights to provide follow up care and support.

## **Position Requirements:**

- Bachelor's degree in social services or equivalent field.
- At least one year experience working with youth who are runaway, homeless or in crisis.
- Experience working with community partners and social service agencies, an ability to successfully complete accurate documentation and administrative tasks.
- Must be able to pass a criminal history check and DMV check, needs to be able to work flexible hours.
- Must be certified in first aid, CPR, and Oregon food handler's card.

## **Responsibilities:**

- Act as a role model for staff and youth by demonstrating positive interpersonal communications.
- Maintain professional attitude, appearance, and behavior
- Practice and model best practices with regard to confidentiality, positive youth development, trauma informed care, cultural competency, and case management
- Coordinate with the Shelter Supervisor and the Resident and Outreach Coordination Team to provide formal case management services to transitional youth (21 nights or more) residing in the Overnight Shelter.
- Conduct case management, as needed, for residents and families.
  1. Assist residents with formulation and implementation of goals
  2. Provide direct services to youth and families including crisis intervention, mediation, and skill building.
  3. Advocate for and obtains services for youth and families through various community, county, state, and federal programs. Includes educating youth and families in self-advocacy, eligibility and other relevant information
  4. Provide interagency referrals and act as intermediary, as needed
- Empower residents to assume responsibility for their own barriers and choices
- Accurately document all services as required by program procedures. Maintain and update all necessary databases for tracking client progress, program objectives and outcomes, and contractual and licensing requirements. This will include client files as well as databases and tracking systems.

- Provide all necessary communication with other agency staff to support the consistent provision of services, including placements, scheduling of appointments, client needs, communicating and coordinating coverage
- Attend agency meetings (CIST, BCJD, Court, School Meetings, Family Meetings) on behalf of the resident, as needed
- Participate in weekly shelter staff meetings and bi-weekly Resident and Outreach Coordination Team meetings
- In collaboration with the Program Director implement and coordinate the annual Independent Living Skills Workshop
- Other duties as assigned by the Program Director.

**The Transitional Services Case Manager directly reports to the Program Director**

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**To apply, submit a cover letter, resume, at least 3 references (or reference letters), and any copies of required certifications to:**

KendraSue Phillips-Neal, Program Director  
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