



Jackson Street Youth Services

Position: Lead Aftercare Case Manager

Summary Overview: Works directly with youth and families who have exited overnight shelter, providing follow up care and support; continuing to set and carry out goals with youth, assess safety plans, and maintain collaboration with youth's family and provider team to implement appropriate services and coordinate case plans.

Position Requirements:

- Bachelor's degree in social services or equivalent field **OR;**
- 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, be an approved driver, needs to be able to work flexible hours
- Must be certified in first aid, CPR, and Oregon food handler's card.
- Bi-lingual preferred

Responsibilities:

Overnight Shelter Support

- Maintain a consistent schedule to support day-time educational services (Academic Enrichment/Skills Training) of disengaged youth in shelter
- Assist in checking resident intakes/exits, content of files/logs and progress reports to ensure professional and complete documentation is in line with licensing and federal funding requirements
- Act as weekend on-call for overnight shelter sites 5p Friday to 8a Monday
- Support coverage needs, as necessary
- Act as a role model for staff and youth by demonstrating positive interpersonal communications
- Practice and model best practices with regard to confidentiality, positive youth development, trauma informed care, cultural competency, and case management

Case Management

- Coordinate with the Shelter Manager and work collaboratively with the Lead Shelter Case Manager to provide case management services

- Complete aftercare plans and assessments before exit from shelter
- Conduct aftercare and follow up case management services with youth and families;
 1. Maintain consistent assessments of youth needs (i.e. CLSA or SPDAT)
 2. Implement and review individualized service plans with youth
 3. Assist youth with formulation and completion of goals
 4. Provide direct services to youth and families including crisis intervention, mediation, and skill building
 5. Implement relief stay and safety plans for individual youth, if needed
 6. Advocate and obtain 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
 7. Provide interagency referrals and act as intermediary, as needed
 8. Empower youth to assume responsibility for their own barriers and choices
 9. Accurately document all services provided; maintain files and logs
 10. Attend agency/wrap meetings on behalf of the youth
 11. Provide all necessary communication with other agency staff to support the consistent provision of services

Other Duties

- Collaborate with aftercare counterpart to create and disperse a Past Resident Newsletter; coordinate birthday note efforts for past residents with the Resident and Outreach Coordination Team
- Maintain databases for tracking youth progress, program objectives and outcomes
- Maintain past resident file storage areas
- Ensure youth belongings are returned to them in a timely manner
- Participate in weekly shelter staff meetings and monthly Resident and Outreach Coordination Team meetings
- In collaboration with the Shelter Manager and/or Program Director maintain procedure and training manual for aftercare services
- Complete Linn Benton Food Share pick up, delivery, and statistical reports
- Assist with new hire training, if needed
- Assist with undergraduate intern supervision, if needed
- In collaboration with the Outreach Team facilitate prevention groups in schools
- Participate in continued education, certification, and training consistently

The Aftercare Case Manager reports directly to the Shelter Manager

This position does not maintain shelter shifts and may require employee to work an adjusted work week. This is not a supervisor position. This is a full-time salary position with a Bi-lingual stipend available.
