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Position: Next Steps Aftercare Case Manager

Purpose: Work directly and unconditionally with exiting young adult residents in the transitional living program (TLP) through case management and other services in transition planning, exiting safely, completing assessments, setting goals, and maintaining skills and resources after exiting; maintain collaboration with young adults and service providers to implement appropriate services and transition plans; assist young adults in connecting with their community, maintaining permanent housing, engaging in education and/or employment, and overall maximizing self-sufficiency and minimizing the need for future services.

RESPONSIBILITIES:

TLP Residence Support-

- Maintain a consistent schedule and presence to assist in support services (e.g. academic enrichment, skills-building), ensure procedures and plans are being followed by staff, build relationships, and maintain the safety of everyone on site
- Provide 24-hour crisis intervention (on-call) on scheduled weekends or as assigned, which may include, but is not limited to, mitigating resident conflict, notifying law enforcement in the case of law violations, assisting residents with health-related emergencies, and following protocols to ensure the safety of residents on the property, utilizing the Program Manager and/or Program Director as needed
- Act as a leader and positive role model for staff and young adults by demonstrating positive interpersonal communications, critical-thinking, problem-solving, conflict resolution, following through on projects, and supporting colleagues in their work
- Practice and model best practices with regard to confidentiality, harm reduction, positive youth development, trauma informed care, cultural competency, and case management
- Operate the video security systems, save relevant footage, and assist in property checks, to support accountability and safety

Aftercare Case Management-

- Coordinate with the Next Steps Program Manager and work collaboratively with the other TLP staff and each young adult to transition them from residential services to aftercare services
    - Provide direct services to young adults including crisis intervention, conflict resolution, and skill-building
    - Coordinate with young adult's case manager to transition services before young adult exits
    - Maintain consistent contact with young adults who have exited the residence
        - Check in weekly, via phone/text
        - Meet at least monthly, in-person in the communities in which they currently reside
    - Implement, review progress on, and modify–as needed–individualized service plans with young adults, which are informed, in part, by conducting consistent assessment (e.g. CLSA, SPDAT)
    - Assist young adults with formulation of SMART case management goals, such as around community connections, stable housing, education, employment, and other things the youth
    - Actively assist youth in-person in achieving case management goals, gaining skills, and acquiring resources, while providing pathways toward overcoming barriers, taking personal responsibility over choices and consequences, and self-sufficiency, thereby minimizing the need for future services
- Collaborate with fellow service providers
    - Initiate consistent and open communication with young adults and their providers to achieve the above
    - Provide interagency referrals and act as intermediary, as needed
    - Advocate and obtain services and resources for young adults through various community, county, state, and federal programs, including educating and empowering young adults in self-advocacy, eligibility, and other information
    - Attend agency/wrap meetings on behalf of and with young adults; initiate and lead meetings if needed
- Consistently, timely, and accurately document all services provided in progress notes, files, logs, etc.
- Implement Next Steps feedback surveys

Other-

- Attend scheduled Positive Youth Development activities and groups, groups, etc. with young adults
- Facilitate celebrations of young adults' birthdays, graduations, and other milestones
- Maintain databases for tracking young adult goals, progress, and outcomes
- Facilitate prevention groups in schools, in collaboration with the Outreach Team
- Attend and participate in all required meetings
- Participate in continued education, certification, and professional development consistently
- Train to work in overnight shelters and fill in for Youth Advocate shifts at overnight shelters for minors, to maintain their 24-hour services, as needed, which may include overnight
- Perform other duties and tasks as assigned
- This position reports to the Next Steps Program Manager

QUALIFICATIONS:

- ***Required-***
    - ***Bachelor's degree in human services or related field --OR-- 2+*** **years experience working with runaway & homeless youth (RHY) or youth in crisis**
    - Certification in first aid, CPR, and Oregon food handler's card within 30 days of hire
    - Ability to pass a criminal history and abuse record check
    - Ability to maintain an acceptable driving record, valid driver's license, automobile insurance, and reliable transportation (use of a personal vehicle throughout Linn, Benton, Lincoln and surrounding counties will be needed and mileage is reimbursed)
    - Ability to successfully complete accurate documentation and administrative tasks
    - Ability and willingness to work flexible hours, including some evenings and weekends to meet the needs of the young adults and program
    - Ability to work effectively both independently and as a member of an integrated team, relate effectively with young adults, family, colleagues, community members, and referral sources in a flexible, sometimes stressful, unstructured work environment
    - Ability to demonstrate cultural sensitivity and work with people from diverse cultural backgrounds, maintain confidentiality, engage in respectful and collaborative problem solving, and present with professional appearance appropriate to the position

- ***Preferred-***
    - Bilingual in Spanish & English and/or Multicultural
    - Case Management experience
    - Experience working with community partners and social service agencies
    - Possess an understanding and knowledge of adolescent developmental issues, evidence-based practices, and alternative solution-focused case management approaches to address objectives

PAY & BENEFITS: Salary starts at **$47,465/**year ($22.82/hour equivalent), plus $1,040/year ($0.50/hour equiv.) if bilingual in Spanish & English. Benefits include paid time off and holidays,employer-paid medical and dental insurance, , voluntary vision insurance, Employee match Retirement plan, Employee Assistance Program (EAP), Wellness Coaching and discounted products and services.