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## **Position: Next Steps Aftercare Case Manager**

**Purpose:** To work with young adults as a whole person to improve quality of life and prevent future problems; helping to build housing stability, permanent connections, and self-sufficiency.

### **Responsibilities:**

#### ***Aftercare Case Management-***

- Coordinate with the Next Steps Program Manager and work collaboratively with the Case Manager and the young adult to transition them into aftercare services
- Before the young adult exits Next Steps, complete aftercare assessment and plans, such as:
  - Methods and frequency of contact
  - Check-ins, formal case management, etc.
  - Immediate and upcoming needs
- Conduct case management with identified young adults;
  1. Complete assessments (using the TAY-VI-SPDAT and Ansell Casey Life Skills Assessment [CLSA])) to determine and develop service plans based on identified needs
  2. Effectively evaluate progress and make adjustments to service plans as needed
  3. Assist with formulation and implementation of goals
  4. Provide basic life skills coaching and skill building, in conjunction with other staff
  5. Advocate for young adults within identified needs
  6. Participate in young adult focused meetings
  7. Help provide RHY access to resources
  8. Conduct mediation/crisis intervention as needed
- Complete required documentation within prescribed time frames; accurately document all services as required by program procedures; maintain and update all necessary databases for tracking client progress
- Provide necessary communication with other agency staff to support the consistent provision of services, including placements, scheduling of appointments, client needs, communicating and coordinating coverage in a timely manner
- Maintain understanding of relevant housing resources including rent relief, fair housing laws, energy assistance programs, and low income utilities.
- Maintain networking relationships with relevant community partners
- Provide role-modeling behavior, facilitate appropriate communications, and model and develop suitable problem solving and conflict resolution skills for clients

#### ***Residential and Outreach Services-***

- Work with current Next Steps young adult residences, as directed by Program Manager.
- Assist the Skills coach in implementing the Peer Support 541 (PS 541) skills support group, which includes setting up and taking down the classroom, cooking and serving meals, maintaining attendance and completing assessments, maintaining annual curriculum of weekly classes, facilitating sessions, and working with community members and service providers to engage presenters on topics such as money management, job seeking, conflict resolution, health care, and educational resources
- Other duties as needed by the program

**Administrative-**

- Work primarily in the Next Steps sites (residences)
- 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. Utilize the Program Director, as needed.
- Maintain a work schedule that is flexible, yet consistent when applicable
- Operate the Security Systems and save relevant footage to support accountability and safety
- Maintain records in accordance with Jackson Street standards
- Write concise and complete services plans and progress records (following DASP format) in a timely manner
- Input required statistics in databases
- Assist in property checks, as directed
- Participate in training and professional development activities to meet position and program expectations
- Attend required and scheduled meetings
- Maintain communication with other Next Steps staff on the young adult's needs, issues, progress, and other information gathered
- Support other Next Steps staff with coverage to maintain services provided
- Meet with supervisor as directed; this position is supervised directly by the Next Steps Program Manager

**Qualifications: At minimum: Bachelor's degree in human services or related field --OR-- 1+ years as a case manager or youth skills trainer along with experience working with runaway & homeless youth (RHY) or youth in crisis.** Experience working with community partners and social service agencies, an understanding and knowledge of adolescent developmental issues, evidence based practices, and alternative solution focused case management approaches to address objectives. Maintain an ability to work effectively both independently and as a member of an integrated team, relate effectively with youth, guardians, community, and referral sources; in a flexible, sometimes stressful, un-structured work environment. Demonstrate cultural sensitivity and ability to 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. Must be able to pass a criminal history check, have a valid Oregon driver's license, have an acceptable driving record, maintain auto insurance, and be able to make at least a one year commitment to Jackson Street Youth Services. **An applicant who is bi-lingual/bi-cultural and/or a One Circle facilitator is preferred.**

**Pay and Benefits:** Salary starts at \$37,856/year. Benefits include paid time off and holidays, medical insurance with substantial employer subsidy, voluntary vision and dental plans, enrollment in Oregon Saves retirement plan, Employee Assistance Program (EAP), and discounted Verizon Wireless personal phone service.

*Jackson Street helps youth 24/7/365*