PO Box 285 ◦ Corvallis, OR 97339
PO Box 1984 ◦ Albany, OR 97321
1-800-901-2904
www.jacksonstreet.org

Position: Outreach Case Manager

Purpose: To work with youth and young adults (ages 10 - 24) as a whole person to improve quality of life and prevent future problems; helping to build housing stability, permanent connections, and self-sufficiency. Guide and assist youth with personal growth and development, connecting them with their community and families, and modeling positive behavior to improve the well-being of the youth.

Complete individualized service plans, formulate and address goals, reunification and/or safe transition plans
Maintain youth cases and initial assessments; assist staff in completing documentation and maintaining files/logs

Responsibilities:

General/Administrative-

- Maintain a working relationship with colleagues, program partners, volunteers, and student interns
- Be a role model for other staff, volunteers, interns, and youth, in terms of behavior, communication, conflict resolution, problem-solving, boundaries, et
- Assist in training and supervision of interns and volunteers
- Maintain professional boundaries with all Jackson Street training volunteers and interns; support with the coordinating and matching of volunteers to youth and projects in various services within the outreach team
- Maintain knowledge and understanding of organizational continuum of care
- Make appropriate referrals to internal shelter and housing programs, case management, mental health, and life skills services
- Assist in connecting youth to organizational services or other brief contact services, using harm reduction best practices
- Provide access to basic need resources and referrals for community services
- Conduct crisis intervention and collaborative problem solving, as needed
- Be an active member of the Overnight Shelter relief team to provide coverage, as needed
- Help maintain and implement all Jackson Street policies, procedures, and Memoranda of Understanding/Contracts
- Maintain records and statistics in accordance with Jackson Street standards
- Attend required meetings (internal and external)
- Participate in training and professional development activities
- Maintain communication with Department of Human Services assigned caseworkers
- Write concise and complete services plans and progress records (following DASP format) in a timely manner
- Assist with billing documentation and requirements
- Meet with supervisor, as directed
- Perform other duties and assist in projects, as directed.

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Direct Care-

- Develop a one-on-one positive and trusting mentor relationship with youth
- Provide structure, guidance, and cues to reinforce patterns of learning and helping the youth develop an understanding as to how things relate to each other
- Conduct case management
    1. Complete assessments (using the Ansell Casey Life Skills Assessment) to determine and develop service plans based on identified needs
    2. Effectively evaluate youth progress and make adjustments to service plans, as needed
    3. Assist youth with formulation and implementation of goals (using the Winning Futures Curriculum)
    4. Engage in an array of academic and enrichment activities, including dropout prevention
    5. Advocate for youth and their families within identified needs
    6. Participate in youth focused meetings
    7. Help provide RHY access to resources
    8. Conduct mediation/crisis intervention as needed
    9. Assist with youth transition planning
- Provide basic life skills coaching and skill building
    1. Assist youth in developing a positive attitude toward themselves and others, and to build self-esteem
    2. Engage youth in conversation using positive reinforcement and encouragement
    3. Assist client with increased impulse control, identification and labeling emotions, such as anxiety, and improving focus and attention
    4. Assist with building academic success
- Support youth in meetings and services with external providers
- This position may be assigned to runaway & homeless (RHY) minors (ages 10-17) or young adults (ages 18-24), youth referred by the Department of Human Services, and/or referred from other agencies, depending on the needs of the program and the youth being served.

Community Outreach-

- Engage in the surrounding communities to build relationships and understanding of local culture, geography, demographics, needs, and economic conditions
- Maintain relationships with local organizations, agencies, and businesses to provide services to RHY
- Consult with teachers, guardians, probation officers, and community professionals, as appropriate
- Attend required and scheduled meetings (YSTs, IEP/504, outreach expansion collaborations)

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Qualifications:

Bachelor's degree in human services or equivalent field OR minimum of two years experience in direct care with youth in crisis. Experience working with community-based partners and social service agencies is a plus. 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, unstructured 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 a 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 the position. ***An applicant who is QMHA, bi-lingual/bi-cultural, or a One Circle facilitator is preferred.***

Pay & Benefits:

Pay starts at **$20.64** an hour, (with $0.50/hour additional pay for Bilingual Spanish). 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. Employees have access to extensive learning and development opportunities related to youth homelessness, along with job-specific opportunities to improve professional knowledge and skills.