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## **Shelter Aftercare Case Manager (SACM)**

**PURPOSE:** Work directly and unconditionally with youth who have exited the emergency 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, with an emphasis on assisting youth in connecting with their community, maintaining stable housing, engaging in education and/or employment, and overall maximizing self-sufficiency and minimizing the need for future services.

### **RESPONSIBILITIES:**

#### ***Overnight Shelter Support-***

- Maintain a consistent schedule to assist in support services (e.g. academic enrichment, skills-building), ensure procedures and plans are being followed by staff, and maintain the safety of everyone at 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 on-call support for overnight shelter(s) at least two weekends per month, or as assigned
- Work one Youth Advocate (shelter staff) shift per week (or as assigned) to maintain in-shelter skills and develop relationships with youth and be available to provide coverage due to absences, as needed
- Act as a leader and positive role model for staff and youth by demonstrating positive interpersonal communications, following through on projects, and supporting Youth Advocates in their daily work
- Practice and model best practices with regard to confidentiality, harm reduction, positive youth development, trauma informed care, cultural competency, and case management

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

- Provide aftercare case management services to youth who have exited shelter, in coordination with the Shelter Manager and Shelter Assistant Manager and collaboratively with the Shelter Case Manager
- Complete aftercare plans and assessments before youth exits from shelter, or within 72 hours when necessary
- Encourage assigned youth to call any time support could be used and provide appropriate services unconditionally
- Empower youth to assume responsibility for their own barriers, choices, and consequences while providing unconditional support, encouragement, and resources
- Conduct aftercare and follow-up case management services with youth and families
  - Encourage assigned youth to call any time and provide appropriate services unconditionally
  - Meet regularly with youth and families (as often as determined with the youth, at least monthly) in the community in which they reside or wherever convenient for them
  - Conduct consistent assessments of youth needs (e.g. CLSA)
  - Implement, review progress on, and update individualized service plans with youth
  - Assist youth with formulation of SMART case management goals, such as around community connections, stable housing, education, employment, and other things the youth would like to achieve
  - Actively assist youth in-person in achieving case management goals while providing pathways to self-sufficiency, thereby minimizing the need for future services
  - Provide direct services to youth and families including crisis intervention, conflict resolution, and skill-building
  - Implement relief stay and safety plans for individual youth, as needed
- Collaborate with fellow service providers
  - Provide interagency referrals and act as intermediary, as needed
  - Advocate and obtain services and resources for youth and families through various community, county, state, and federal programs, including educating and empowering youth and families in self-advocacy, eligibility, and other relevant information
  - Attend agency/wrap meetings on behalf of—and with—youth; initiate and lead meetings if no one else is

- Communicate openly with fellow providers to support the consistent provision of services
- Consistently and regularly initiate contact with youth, families, and providers to achieve the above
- Consistently, timely, and accurately document all services provided in progress notes, files, logs, etc.

**Other-**

- Work primarily in the overnight shelters and in communities throughout Linn, Benton, Lincoln, and surrounding counties to see youth, families, referral sources, service providers, and colleagues
- Collaborate with Case Managers from across the continuum of programs to maintain consistent and high-quality services to all youth served
- Create and disperse a Past Resident Newsletter (PRN), in collaboration with fellow Shelter Aftercare Case Managers
- Provide birthday notes and other efforts for past residents, in coordination with the Resident and Outreach Coordination Team (ROCT)
- Maintain databases for tracking youth progress, program objectives and outcomes
- Maintain past resident files, including ensuring the storage area is clean and orderly, files are kept updated and locked in file cabinets, and file retention policies are upheld and destroying old files (at least quarterly)
- Ensure youth's belongings are returned to them in within two weeks of exit
- Attend and participate in all required meetings
- Facilitate prevention groups in schools, in collaboration with the Outreach Team
- Participate in continued education, certification, and training consistently
- Perform other duties and tasks as assigned
- This position reports to the Shelter Manager

**QUALIFICATIONS:**

- **Required-**
  - **Bachelor's degree in human services or related field --OR-- 1+ 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 youth and program
  - Ability to work effectively both independently and as a member of an integrated team, relate effectively with youth, guardians, 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 \$37,856/year (\$18.20/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, Oregon Saves retirement plan, Employee Assistance Program (EAP), and discounted products and services including Verizon Wireless personal phone service.

*Jackson Street helps youth 24/7/365*