



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

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 shelters on the weekends, 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
- Ensure compliance of contracts in service planning and documentation
- 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
- monthly events
- Youth and parent feedback
- 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**
 - **Bilingual in Spanish & English and/or Multicultural**
 - 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-**
 - 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

Physical Requirements for the Position

The following physical requirements are essential to effectively perform the job duties described:

1. **Mobility and Endurance**
 - Ability to stand, sit, and walk for extended periods, including frequent movement between various areas within the shelter.
 - Capacity to climb stairs, move between different floors, and perform tasks during overnight shifts.
 - Additional external activities; riding bikes, hiking, walking around town etc
2. **Strength and Manual Dexterity**
 - Ability to lift and carry items weighing up to 25 pounds, including supplies, food items, or other materials needed for shelter activities.
 - Capability to assist in light cleaning tasks, such as sweeping, wiping surfaces, and tidying shared spaces.
 - Dexterity to write or type notes, update logs, and manage files accurately and efficiently. Accommodations can be permitted with approved programs and devices.
3. **Visual and Auditory Ability**
 - Sufficient vision to monitor youth activities, conduct bed checks at night, and ensure a safe environment.
 - Adequate hearing to respond effectively to verbal communication, crisis-line calls, and potential emergencies.
4. **Communication Skills**
 - Ability to speak clearly and audibly in various settings, from engaging youth in conversation to handling phone inquiries.
 - Capacity to listen actively and respond in a non-judgmental and supportive manner.
5. **Emergency Responsiveness**
 - Physical ability to act quickly in emergency situations, such as evacuating youth, de-escalating conflicts, or administering basic first aid.
6. **Flexibility and Adaptability**
 - Capability to adapt to varying work schedules, including covering shifts during evenings, weekends, and holidays as needed.
7. **Environmental Tolerance**
 - Ability to work in an environment with frequent movement, noise from youth activities, and potential exposure to challenging emotional situations.

Accommodations can be considered as needed to ensure accessibility.

PAY & BENEFITS: Salary starts at \$47,465.60/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, Medical Insurance with substantial employer subsidy, voluntary vision and dental plans, Employee match Retirement plan, Employee Assistance Program (EAP), Wellness Coaching and discounted Verizon Wireless personal phone service.

Jackson Street helps youth 24/7/365