



PO Box 285 ° Corvallis, OR 97339  
PO Box 1984 ° Albany, OR 97321  
1-800-901-2904  
[www.jacksonstreet.org](http://www.jacksonstreet.org)

## **Shelter Case Manager (SCM)**

**PURPOSE:** Work directly and unconditionally with youth residing in overnight shelter in meeting basic needs, completing assessments, setting goals, and exiting safely; maintain collaboration with youth, families, and service providers to implement appropriate services and transition plans; assist youth in connecting with their community, acquiring 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 case management services to youth residing in shelter in coordination with the Shelter Manager and Shelter Assistant Manager and collaboratively with the Shelter Aftercare Case Manager
  - Provide direct services to youth and families including crisis intervention, conflict resolution, and skill-building
  - Meet weekly with assigned youth, generally at the shelter or throughout the service area
  - 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 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
  - Implement relief stay and safety plans for individual youth, as needed
  - Actively assist youth in-person in achieving case management goals, gaining skills, and acquiring resources, while providing pathways toward overcoming barriers, taking personal responsibility of choices and consequences, and self-sufficiency, thereby minimizing the need for future services
  - Assist Youth and Families making Youth and Family Reunifications plans
  - Ensure compliance of contracts in service planning and documentation
- While working with Department of Human Services Child Welfare youth:
  - Coordinate with shelter management and work collaboratively with youth's DHS Caseworker to provide case management services in line with short- and long-term case planning
  - Work directly with each youth a minimum of 4 hours per week
  - Ensure 1055 and Treatment Plans are obtained and up to date
  - Upon placement, immediately address all urgent medical dental, and vision needs
  - For youth in the program 30 or more days, schedule routine medical appointments
  - Provide or arrange transportation
  - Facilitate in-district school attendance, keeping medical/dental/psychiatric/emergency appointments, attend recreational and community activities, and shopping for incidental items
  - Engage in transition planning with the youth and DHS Caseworker prior to discharge, including Independent Living Program (ILP) services
  - Attend court hearings and Citizen Review Board meetings for the youth
  - Setting up Monthly Youth Team Engagement Meetings.

- Ensure compliance of contracts in service planning and documentation
- Collaborate with fellow service providers
  - Initiate consistent and open communication with youth, families, and providers to achieve the above
  - 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 information
  - Attend agency/wrap meetings on behalf of and with youth; initiate and lead meetings if no one else does
- Consistently, timely, and accurately document all services provided in progress notes, files, logs, etc.

**Other-**

- Work primarily in the overnight shelters, as well as in communities throughout Linn, Benton and surrounding counties for meetings with 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
- Facilitate celebrations of residents' birthdays, graduations, and other milestones
- Assist Shelter Aftercare Case Manager in providing content for a Past Resident Newsletter (PRN)
- Maintain databases for tracking youth goals, progress, and outcomes
- Maintain resident file storage areas
- 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
- Perform other duties and tasks as assigned
- Meet with supervisor, as directed; this position reports to the Shelter 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 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.

## 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*