

**POSITION SUMMARY**

The Youth and Family Case Manager (Y&FCM) works as part of an inter-disciplinary service team with participating clients. This position will assess the needs and support clients in developing an Individual Service Plan to accomplish their desired goals. Building positive supportive relationships with clients and families is central to the effectiveness of this position. The Y&FCM will incorporate the community at large when connecting youth with mentors and host homes. The Y&FCM plays a vital role in establishing and maintaining agency partnerships with schools, businesses, churches, and other local service agencies. Performs assignments with supervision or independently, requiring initiative and judgment in conduct of work. All work is performed in compliance with organizational guidelines and policies, as well as all applicable laws.

**SUPERVISION RECEIVED AND EXERCISED**

The Youth and Family Case Manager (Y&FCM) reports directly to the Safe Families for Children Director. This position supervises volunteers assigned to the geographic area and may be assigned to coordinate activities with others on specific projects. This position has an introductory period of three (3) months.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

The essential functions listed below are not intended to reflect all duties that may be assigned to this position. The organization may augment duties and/or essential functions at its discretion.

**Mentors / Host Homes / Circles of Support:**

- Promote mentoring and host homes through recruitment and publicity strategies and campaigns.
- Recruit mentors, host homes, and Circles of Support to ensure they are appropriately matched.
- Assist with interviews and vetting of mentors, family coaches, and host families.
- Assist in the supervision, training and supporting of mentors, family coaches, and host home volunteers. This includes being available on an emergency, on-call basis.
- Develop, implement, and monitor training programs for volunteers.
- Recognize volunteers by organizing and implementing celebration events.

**Youth & Family Interventions:**

- Receive referral calls and provide initial screening/assessment to determine eligibility.
- Consult with SFFC Program Director about referrals and establish a mentor; coordinate all aspects of hosting arrangements.
- Provide Initial Intake Assessment, Re-Assessments, meeting requirements for paperwork, and timelines for completion.
- Involve all individuals connected with youth that will provide a Circle of Support, which includes parents/guardians, case workers, pastors, mentors, host homes, and school staff.
- Facilitate development of an Individual Service Plan with each youth and family, focusing on meaningful goals and measurable objectives/outcomes.
- Network with local community resource providers to create a referral base and resource network.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES CONTINUED****Schools and Community:**

- Maintain regular and ongoing communication with all local schools.
- Attend relevant community resource and information sharing groups.
- Develop, expand, and maintain relationships across multiple agencies to establish good working relationships internally and externally.
- Establish community partnerships for the purpose of providing internships, job shadowing, and volunteer opportunities for youth.

**Information Management:**

- Document all youth interactions and group activities with appropriate progress notes.
- Develop and maintain systems to track data and outcomes across programs.
- Write and deliver reports as required and/or requested.

**KNOWLEDGE**

- Knowledge of general record keeping practices and procedures.
- Knowledge of Oregon DHS Mandatory Reporting program.
- Knowledge and application of stress management and wellness practices.
- Knowledge of current and relevant cultural and human diversity.
- Knowledge of the organization's rules, regulations, procedures, Mission, Vision, and Values.

**SKILLS AND ABILITIES**

- Demonstrate a high level of ethics, integrity, honesty, and transparency while always upholding the Mission, Vision, and Values of the organization.
- Demonstrate a high level of professionalism, ethics, and morals.
- Clearly communicates and expresses ideas and displays good interpersonal communication skills; understands verbal and written instructions.
- Demonstrate proficiency using a PC, tablet, or other device(s) with Microsoft Office products.
- Demonstrate good moral character and integrity, including honesty, fairness, respect for the rights of others, and respect for local, state, and federal laws.
- Demonstrate qualities to work well with children, adolescents, and their families in group care. Qualities include empathy, sensitivity, flexibility, emotional maturity, compassion, and a good sense of humor.
- Ability to function as a role model to young people while fostering an environment of inclusiveness and youth empowerment.
- Ability to deal with frustration and conflict while demonstrating respect to persons with differing lifestyles and philosophies.
- Ability to apply initiative and judgment in performance of work assignments.
- Ability to exercise strict confidentiality.
- Ability to manage multiple programs or projects, frequently and simultaneously.
- Ability to remain calm and in control in high-stress, intense situations.

**SKILLS AND ABILITIES CONTINUED**

- Ability to effectively present information and respond to questions from diverse groups, which includes the ability to present in public meetings.
- Ability to work as part of a strong, supportive team providing services and links to service agencies for homeless, runaway, and at-risk youth and their families.
- Ability to establish and maintain effective working relationships with all members of the organization, stakeholders, and the general public.
- Ability to pass a pre-employment drug screen and DHS Child Welfare background check, free of serious criminal activity which may have a detrimental effect on the ability to supervise or care for youth.
- Ability to maintain an acceptable driving record, reliable transportation, and proof of valid auto insurance.
- Demonstrate dependability, reliability, and accountability to include punctuality and attendance.

**WORK ENVIRONMENT**

Work is generally performed indoors, in various office or meeting room environments. This position is not normally exposed to hazardous materials, loud noises, or extreme heat or cold. Occasional exposure to chemical solutions, Airborne Pathogens, and Bloodborne Pathogens (body fluids) may occur. This position may require occasional overtime, evening, weekend, and/or holiday work. Work activities vary widely including attendance at meetings, trainings, and conferences; some overnight travel may be required. Local travel is required and requires the use of a personally owned vehicle, mileage reimbursement is available. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**PHYSICAL AND MENTAL JOB REQUIREMENTS**

To perform the job successfully, an individual must be able to perform each of the essential job functions satisfactorily. This position involves periods of prolonged sitting and standing and use of computer equipment. This position requires the physical and mental capabilities to read information printed on paper and displayed on computer monitors; hear, speak, and communicate verbally using the English language; cognitive thinking and mathematical calculation capabilities; manual dexterity to manipulate papers, files, keyboard, mouse, and telephone. This position requires walking, crouching, bending, stooping, twisting, turning, balancing, climbing steps/stairs, regular limb extension, pinching, grasping, moving, lifting, and carrying objects of 10 or more pounds frequently. Driving is required locally and long distance. Reasonable accommodations will be made to otherwise qualify individuals with disabilities and known limitations. This position must promote safe working practices; supports an environment of mental and physical well-being.

**ADDITIONAL NOTES**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**MINIMUM EXPERIENCE AND QUALIFICATIONS**

1. Bachelor's Degree in Education, Social Work, Psychology, or a related field, **OR** an equivalent combination of education and experience.
2. Minimum of two (2) years' experience working with at-risk youth or families.
3. Valid Oregon driver's license at time of hire.

**DESIRABLE EXPERIENCE AND QUALIFICATIONS**

1. Master's Degree in Psychology, Sociology, Human Services, or a related field.
2. Bilingual in English/Spanish

**FLSA STATUS:**                      **Hourly, Non-Exempt**

Hearts With A Mission is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.