



Resilience House Youth Response Center & Case Management Supervisor

The Bridge for Youth (BFY) provides runaway and homeless youth with safe shelter, assists in the prevention and resolution of family conflicts, and reunifies families whenever possible. BFY strives to be the premier resource for youth and families in crisis by providing: 1) Support that empowers; 2) Safe shelter; 3) Sustainable tools for success and restoration of relationships; and 4) When possible, family reunification.

Position Information

Position: Resilience House YRC & CM Supervisor

Job Type: Full Time

Classification: Non-Exempt

Reports to: Resilience House Assistant Manager

Posting Date: January 17, 2023

Closing Date: Open until filled

Compensation: \$23/hr to \$27/hr

Position Overview

The YRC & Case Manager Supervisor in Resilience House serves as the primary case manager and provides a variety of case management services for up to fourteen youth staying in Resilience House. This position attends to the 24/7/365 crisis line and Text4Help as well as other immediate needs in the Youth Response Center (YRC). The staff in this position provides immediate response, crisis counseling and referrals to BFY and outside services as appropriate.

Key Responsibilities

- Act as supervisor to direct service staff by participating in hiring, training, onboarding, ongoing supervision, team meetings and performance appraisals
- Oversee day to day program functions, including providing direct care, answering crisis calls, crisis texts and intakes
- Act as primary case manager for youth by setting goals and coordination of services being provided
- Champion racial justice and equity within the organization. Rooted in belief of racial justice, inclusion, and justice, with an understanding of privilege and oppression in systems, organizations, and community
- Commit to own professional and personal growth in anti-racism
- Support direct care staff in utilizing the Nine Guiding Principles of youth work
- Assist program management in licensing compliance monitoring, county billings and monitoring key deliverables
- Assure direct service staff are following organizational policies and procedures as well as Department of Human Services (DHS) and contract requirements
- Work together with shift leads Program Manager to identify challenges, solutions and opportunities for Resilience House operations
- Support Program Manager in coordination of payroll
- Assist in facilitating Resilience House staff meetings and trainings, as well as monitor and track training of direct service staff

- Validate Client Record Management (CRM) data entry to ensure CRM is current and data is accurately entered in the CRM database
- Collaborate with direct service staff to identify and pursue stable housing options and support services for youth and families in crisis
- Observe and evaluate progress towards goals; advocate for youth services; obtain additional resources; and intervene in crises as needed
- Maintain youth files by reviewing case notes, logging activities, and monitoring and tracking progress
- BFY believes in team, collaboration, and constantly developing a supportive and caring environment for each other. Sometimes we are asked to lean in above and beyond our position description and we enthusiastically do so

Working Hours

- Participate in on-call support rotation as scheduled offering support and consultation to staff for all programs by phone occasionally on-site. Rotation of on-call duties is 24-hours a day for seven days
- Hours of position are Sunday – Thursday, 10am-6:30pm with ability to be flexible to accommodate needs of a 24/7/365 program

Qualifications

- Required
 - Two years of working with youth in similar setting required
 - Progressive experience in staff supervision and management of principle-based programs for youth experiencing homelessness, including those who identify as BIPOC, LGBTQ+ and are pregnant and/or parenting
 - Must have ability to navigate through agency referrals while being crisis oriented
 - Demonstrated passion for and commitment to BFY mission
 - Ability to demonstrate commitment to diversity, equity, and inclusion
 - Ability to communicate and build, strong effective working relationships with people across the organization
 - Strategic and forward-thinking, problem solving, communication, time management, decision making, knowledge of legal and statutory compliance, organizational skills, and ability to work with others internally and externally
 - Must have excellent written and verbal skills
 - Must clear a background check
- Preferred
 - Degree in Social Work, Youth Development or other Human Services related field
 - Experience in a similarly situated nonprofit
 - Bilingual/Spanish written and spoken (preferred)
 - Valid driver's license, satisfactory driving record and insurance limits of \$100,000/\$300,000 (preferred)

Technology Skills Required

- Advanced experience in Microsoft Office applications (Word, Excel, Access, PowerPoint and Outlook) as well as CRM and human resource software systems
- Hands on knowledge of record keeping in a digitized environment, expertise in text messaging and other digital communication methods
- Equipment used - computer, electronic mail system, telephone, and cell phone

Benefits

- Competitive health, dental, vision and ancillary benefits
- Company paid life insurance and long-term disability
- 403b (immediate contribution and vesting) with up to 4% match after one year of employment
- Up to 20 days of PTO first year of employment, in addition to 14 paid holidays
- Pet friendly
- All staff receive free and unlimited access to virtual health care, mental health counseling, dermatology, back pain, nutrition and medical advice

To Apply

Submit cover letter, references and resume to **resume@bridgeforyouth.org**

The Bridge for Youth is an Equal Opportunity Employer committed to embracing diversity and individuality and opposed to practices which discriminate on basis of race, gender, sexual orientation, religion, handicap, disability, age, or nationality. We apply this policy of unbiased consideration not only to our employment practices, but also to any contractual opportunities. We are further committed to taking affirmative action to ensure these opportunities are accessible to individuals who meet the qualifications, and we encourage all interested parties to apply. EEO/AA.