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## Case Manager

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**Our New VISION** All youth feel safe, accepted, and supported.

**Our New MISSION** The Bridge for Youth centers youth voice, justice, and equity in all we do, and empowers youth experiencing homelessness through safe shelter, basic needs, and healthy relationships.

**Our New VALUES**

Patience - We give space for youth to make decisions on their own timeline in their own way. Love and Caring - We believe in acceptance, empathy, and non-judgment. Communication - We engage in intentional dialogue to understand each other's truths. Integrity - We actively learn, grow, and change to align our actions in equity and justice. Co-Creation - We seek connection to amplify the voice of youth and each other. Community - We stand together for youth and for each other.

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### Position Information

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**Position:** Case Manager

**Job Type:** Full-Time; 1.0 FTE

**Classification:** Non-Exempt

**Reports to:** Outreach & Supportive Services Manager

**Posting Date:** February 1, 2023

**Closing Date:** Open Until Filled

**Salary:** \$22/hr-\$25/hr

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### Position Overview

The Bridge for Youth (BFY) centers youth voice, justice, and equity in all we do, and empowers youth experiencing homelessness through safe shelter, basic needs, and healthy relationships. For over 50 years, BFY has been at the forefront of addressing youth homelessness in Minnesota, positively impacting the lives of the most vulnerable youth in our community, through youth-centered programs that offer a pathway out of poverty and chronic homelessness.

The Case Manager is a member of the Outreach & Support Services team, with a primary focus on engaging with youth who are in program at BFY and in community who are experiencing homelessness, prioritizing victims of crime and violence, LBGTQ+, and BIPOC youth who need case management supports. The Case Manager centers youth voice and supports youth in a journey-oriented approach by connecting them to necessary resources and facilitates access to housing supports through the Coordinated Entry Systems. This position proactively engages and supports youth in the community through street, site, and mobile outreach. Additionally, this position is an active participant in the Streetworks Collaborative.

### We ask all staff to:

- ✓ Lead within a framework of agency values, philosophies, and goals, including team commitment and cooperation across BFY services and programs
- ✓ Emulate and enthusiastically promote the organizational culture as defined by the identified values

- statements and racial justice and equity opportunities of BFY
- ✓ Leads in building upon and strengthening a culture of establishing and nurturing relationships
  - ✓ 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

### **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 15 paid holidays
- Pet friendly
- EAP – easy to use services to help with the everyday challenges of life

### **Responsibilities**

#### *Programmatic*

- Provide case management services to youth within the program and community
- Initiate, develop and maintain positive direct relationships with youth and families within BFY programming and community
- Provide counseling, harm reduction and safety planning and service referral to youth as needed
- Provide direct care, supervision, support, guidance, and role modeling to the youth while working on the program floor and in the community
- Develop and foster a professional working relationship with legal guardian/family of youth
- Professionally interact and collaborate with outside agencies and service providers to refer and to ensure that a continuum of care for the youth and their families is achieved
- Create, develop and carry out specific strategies and activities that coincide with providing a sense of safety, security and stability for the youth and their families
- Complete Coordinated Entry Assessments

#### *Outreach*

- As a member of the outreach team, this position will focus approximately two to three days a week providing mobile, site, event, and street-based outreach in community
- Assist in loading and unloading outreach supplies
- Provide a variety of resources including housing referrals, food, clothing, hygiene products and harm reduction resources
- Partner with other Streetworks Green Bag certified outreach workers in the community

#### *Administrative Duties*

- Responsible for maintaining youth files
- Document statistical, data management information and grant narratives and activity reporting as needed
- Adhere to agency standards and procedures for scheduling, file work, and record-keeping

#### *Technology Skills Required*

- Hands on knowledge of record keeping in a digitized environment, expertise in text messaging and other digital communication methods
- Proficiency in utilizing virtual meeting platforms
- Equipment used - computer, electronic mail system, telephone, and cell phone

- Familiarity with, and ability to use Microsoft Office applications (Word, Excel, Access, PowerPoint and Outlook) as well as Client Record Management (CRM) and human resource software systems
- Ability to work with client records management systems (CRM)

**Working Hours**

- Full-time hourly position; including shift hours working days, evenings, including some weekend and holiday hours

**Physical Aspects of the Job**

- The incumbent must be able to travel to attend agency meetings and events
- This position requires public speaking and the ability to regularly use the telephone and the computer
- Ability to lift to 50 lbs. at a time
- Must be able to climb stairs
- Must be able to bend and lift

**Qualifications**

**Education and Experience:**

- Required
  - Two years of experience working with youth in a similar setting
  - Demonstrated ability to work individually and with a team
  - Demonstrates good communication skills orally and in writing
  - Ability to demonstrate commitment to diversity and inclusion
  - Must be comfortable driving a metro mobility shuttle bus to BFY partner sites and around the community
  - Must have valid driver's license, acceptable driving record and proper automobile insurance limits (\$100,000/\$300,000)
  - Must pass a Department of Transportation (DOT) exam and complete paperwork for certification
  - Must clear a background check
- Preferred
  - Representative identities and experiences of youth in program
  - Bachelor's/Associate's degree
  - Bi-lingual (English-Spanish)
  - Experience working with youth and families in crisis in similar setting
  - Streetworks Green Bag certified

**To Apply**

Submit cover letter and resume to [resume@bridgeforyouth.org](mailto: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.*