



## The Bridge For Youth Case Management Supervisor May, 2024

### POSITION TITLE

- Case Manager Supervisor

### CLASSIFICATION

- Non-Exempt; Full-Time

### REPORTS TO

- Program Manager

### PRINCIPLE GOAL OF BFY SERVICES:

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, The Bridge 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.

### POSITION PURPOSE:

The 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.

### ESSENTIAL 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 and Senior Program Manager to identify challenges, solutions and opportunities for Resilience House operations



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- 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

### **Technical Skills:**

- Familiarity with, and ability to use 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

### **QUALIFICATIONS**

- 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
- Preferred degree in Social Work, Youth Development or other Human Services related field
- Demonstrated passion for and commitment to BFY mission
- Ability to demonstrate commitment to diversity, equity, and inclusion
- Experience in a similarly situated nonprofit preferred
- 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



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- Must have excellent written and verbal skills
- Must clear a background check
- Bilingual/Spanish written and spoken (preferred)
- Valid driver's license, satisfactory driving record and insurance limits of \$100,000/\$300,000 (preferred)

*The above statements are not intended to encompass all functions and qualifications of this position. Rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job posting.*

**Applicant/Employee Acknowledgement:**



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I \_\_\_\_\_, acknowledge that I have received and reviewed the YRC & Case Manager Supervisor position description as set forth above. I further acknowledge that I have had an opportunity to review the YRC & Case Manager Supervisor description with the Employer; that I understand the nature of the position and the responsibilities and requirements as described above. I understand and I attest that I can, if I am offered or continue in this position, perform the responsibilities and requirements described above, with or without a reasonable accommodation.

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**Applicant/Employee Signature**

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**Date**

*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.*