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## Case Manager Supervisor

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### Our Mission

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.

### Our 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-judgement.

*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.

### Position Information

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**Position:** Case Manager Supervisor

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

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**Classification:** Non-Exempt

**Reports to:** Supportive Housing Manager

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**Posting Date:** 9/5/24

**Closing Date:** Open Until Filled

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**Compensation:** \$23 - \$27/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, 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.

This position functions as the Supervisor and Case Manager for Gloria's Place and Marlene's Place. Marlene's Place is a transitional living program that provides direct services to youth ages 16-20 who are pregnant and/or parenting, and Gloria's Place is an emergency shelter that provides direct services to youth ages 15-17 who are pregnant and/or parenting. This position will lead a team of staff in supporting young parents and their children (ages 0-3) who are experiencing homelessness as they work towards their education and employment goals and a transitional plan to independent living.

### Benefits Information

- Competitive health, dental, vision and ancillary benefits
- Company paid life insurance and long-term disability
- 403b (immediate contribution & 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

### **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
- 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

### **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 and Program Managers to identify challenges, solutions and opportunities for Gloria's Place and Marlene's Place operations
- Assist in facilitating Gloria's Place and Marlene's Place 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

### **Working Hours**

- Hours of position are Monday – Friday, 9:30 AM – 6:00 PM with ability to be flexible to accommodate needs of a 24/7/365 program
- Position requires participation in on-call rotation as scheduled, offering support and consultation to staff for all programs by phone and occasionally on-site. Rotation of on-call duties is 24-hours a day for seven days

## Qualifications

- Two years of working with youth in a similar setting required
- Two years of 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 orientated
- Familiarity with, and ability to use Microsoft Office applications (Word, Excel, Access, PowerPoint and Outlook) as well as CRM and human resource software systems
- Ability to demonstrate commitment to diversity, equity, and inclusion
- Ability to communicate and build, strong effective working relationships with people outside and inside of the organization
- Must have excellent written and verbal skills
- Must clear a background check
- Degree in Social Work, Youth Development or Human Services related field (preferred)
- Bilingual/Spanish written and spoken (preferred)
- Valid driver's license, satisfactory driving record and insurance limits of \$100,000/\$300,000 per accident (required)

## 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.*