



Case Manager Supervisor

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.

Our Commitment to Racial Justice & Equity

Position Information

Position: Case Manager Supervisor	Job Type: Full-Time
Classification: Non-Exempt	Reports to: Emergency Services Program Manager
Posting Date: 5/19/25	Closing Date: Open Until Filled
Compensation: \$23 - \$27/hr <i>The Bridge for Youth utilizes an equitable & competitive compensation program and salary structure that includes regular Cost of Living Adjustments and raises. For this position, the salary range is \$23-\$27 per hour, depending on experience. This salary is non-negotiable beyond this range to counter pay inequality and uphold internal parity for salaries.</i>	
Location: 100% on-site at BFY location in Minneapolis	
Working Hours: Tuesday – Saturday, 10:00 AM - 6:30 PM with ability to be flexible to accommodate needs of a 24/7/365 program. Participate in on-call manager 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.	

Position Overview

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 and culturally-responsive programs that offer a pathway out of homelessness, including the most marginalized – minors, BIPOC, LGBTQ+, young families, and SEY.

Resilience House is a housing shelter for youth ages 10-17. The Case Manager Supervisor acts as a supervisor to direct service staff and serves as the primary case manager by providing 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.

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 4 weeks 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 statements and racial justice and equity opportunities of BFY.
- Lead 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, intakes, and family meetings
- Act as primary case manager for youth by setting goals and coordinating services being provided
- 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 program leadership to identify challenges, solutions, and opportunities for Resilience House operations
- Assist in facilitating Resilience House staff meetings and trainings, as well as monitor and track training of direct service staff in collaboration with the Curator of Culture & Training
- Validate Client Record Management (CRM) data entry to ensure CRM is current and data is accurately entered for direct reports
- 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 & tracking progress in collaboration with the YRC Youth & Family Advocate
- Additional duties as assigned

Qualifications/ Required Skills

Required

- Must have at least one of the following: Experience working with youth in a similar setting or bachelor's or associate's degree in human services related field
- Minimum of 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
- Demonstrated ability for commitment to diversity
- Demonstrated ability to work individually and with a team
- Demonstrates good communication skills orally and in writing
- Experience and ability to work with Microsoft Office applications (Word, Excel, Access, PowerPoint & Outlook) as well as Client Record Management (CRM)
- Hands-on knowledge of record keeping in a digitized environment, expertise in text messaging and other digital communication methods
- Ability to navigate through agency referrals while being crisis-oriented
- Must be 21 years of age or older
- Must not have been a resident of any BFY program within the last three years
- Must clear a background check
- Must have a valid driver's license, satisfactory driving record and insurance limits of \$100,000 per person/\$300,000 per accident

Preferred

- Lived experience similar to the youth served by BFY
- Bi-lingual (English-Spanish) with high proficiency of verbal and written skills
- Bachelor's or associate's or master's degree in social work, youth development or related human services field

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 hiring process, but also to recruitment, promotion, transfer, compensation, layoff, and termination. We are further committed to taking affirmative action to ensure our employment opportunities are accessible to individuals who meet the qualifications conducive to available positions, and we encourage all interested jobseekers to apply. EEO/AA.