



Outreach Case Manager

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: Outreach Case Manager	Job Type: Full-Time; 1.0 FTE
Classification: Non-Exempt	Reports to: Outreach & Supportive Services Manager
Posting Date: 7/16/25	Closing Date: Open Until Filled
Compensation: \$22 - \$25 /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 \$22 - \$25 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% in-person working on-site at BFY in Minneapolis and in surrounding communities in the Twin Cities metro area	
Working Hours: Full-time hourly position; including shift hours working evenings, including some weekend and holiday hours; Hours for this position are Mon/Tue/Wed: 8:30 AM – 5:00 PM, Thu: 10:30 AM – 7:00 PM, Fri: 8:30 AM – 5:00 PM. Participate in on-call support 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.	

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.

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, LGBTQ+, 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.

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

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
- Co-facilitate and lead group sessions with youth
- Additional duties as assigned

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
- Additional duties as assigned

Administrative Duties

- Responsible for maintaining youth files
- Responsible for entering data into CRM/Zarks daily
- Keeping clear case notes that are in line with youth's goals, contract guidelines, and agency practices
- 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
- Additional duties as assigned

Qualifications/ Required Skills

Required

- Minimum of two years of working with youth in similar setting
- 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 ability to navigate through agency referrals while being crisis oriented
- 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
- Must have ability to lift 40 pounds of supplies for MYOC
- Must be able to climb stairs
- Must be able to bend and lift
- Must be able to perform work in a variety of weather conditions
- Must be 21 years of age or older
- Must not have been a resident of any BFY program within the last three years
- Must be StreetWorks Green Bag certified (or have the ability to become certified within 120 days of employment)
- Must clear a background check
- Must successfully complete Department of Transportation (DOT) exam
- 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
- Experience in a similarly situated nonprofit
- Bachelor's or associate's degree in Social Work, Youth Development, or other Human Services related 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.