



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: Young Families Program Manager
Posting Date: 9/17/26	Closing Date: Open Until Filled

Compensation: \$23 - \$27/hr

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.

Location: 100% on-site at BFY location in Minneapolis

Working Hours: Tuesday - Saturday, 10:00 AM - 6:30 PM, with flexibility to accommodate the needs of 24/7/365 programs. Participate in the on-call manager support rotation as scheduled, providing consultation and support to staff across BFY programs by phone and, when needed, on-site. On-call assignments are 24 hours per day for the scheduled rotation period.

Position Overview

For over 55 years, BFY has been at the forefront of addressing youth homelessness in Minnesota, positively impacting the lives of youth and families in our community through youth-centered and culturally responsive programs that promote safety, stability, healthy relationships, and pathways out of homelessness.

The Case Manager Supervisor serves as both a direct supervisor and an active case manager for BFY's Young Families Program, including Gloria's Place and Marlene's Place. Gloria's Place is the emergency shelter specifically for unaccompanied pregnant or parenting youth ages 15-17 and their children ages 0-3, serving up to six families. Marlene's Place is site-based transitional housing program specifically for pregnant or parenting youth ages 16-20 and their children ages 0-3. This

position is accountable for consistent, youth-centered service delivery, effective case management, staff development, documentation and data quality, program compliance, and coordination with internal and external partners. The Case Manager Supervisor supports young parents in strengthening safety and stability, parenting skills, education and employment goals, access to healthcare and community resources, and plans for family reunification or stable housing when 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

- Provide day-to-day leadership and supervision for Young Families direct-service staff, including participation in hiring, onboarding, training, regular supervision, team meetings, coaching, performance feedback, and performance assessments.
- Oversee daily operations of Gloria's Place and Marlene's Place to support safe, consistent, youth-centered services, appropriate staffing and coverage, effective intakes and transitions, and clear communication across shifts and programs.
- Maintain an active case management caseload and complete timely assessment, individualized goal planning, service coordination, advocacy, progress monitoring, discharge or transition planning, and follow-up with youth and families.
- Partner with young parents to identify and pursue goals related to safe and stable housing, family reunification when safe and appropriate, parenting, education, employment, childcare, healthcare, benefits, independent living skills, and other identified needs.
- Support staff in maintaining a respectful, developmentally responsive environment that strengthens the parent-child relationship, recognizes the youth as the primary caregiver for their child, and promotes safety and stability for both parent and child.
- Provide crisis support, safety planning, problem-solving, and direct service coverage as needed, using sound judgment and BFY policies, procedures, and guiding principles.

- Ensure staff consistently apply BFY's Nine Guiding Principles of Youth Work, Positive Youth Development practices, professional boundaries, confidentiality expectations, and other agency standards in their work with youth and families.
- Collaborate with Program Managers, Clinical Services, Monitoring & Evaluation, and other BFY teams to coordinate services, staffing, referrals, case consultation, and responses to complex youth and family needs.
- Build and maintain effective working relationships with legal guardians, county and community partners, schools, healthcare providers, childcare providers, housing resources, and other service systems involved with youth and families.
- Monitor Young Families documentation and youth files for completeness, accuracy, and timeliness, including case notes, service plans, progress documentation, intake and discharge records, and required forms.
- Review and validate Client Record Management (CRM) data to ensure records are current, accurate, and complete and that required program outcomes, contract deliverables, and reporting information are documented on time.
- Support compliance with applicable Department of Human Services (DHS) licensing requirements for Gloria's Place and with contract, grant, county, and agency requirements for both Young Families programs.
- Assist Program Managers with licensing and contract monitoring, county billing, program deliverables, audits, site visits, corrective actions, and other program quality or compliance activities.
- Facilitate or support Young Families staff meetings, case consultation, and program training; monitor required staff training and follow through on identified development needs.
- Identify operational challenges, service gaps, and opportunities for improvement and work with staff and Program Managers to strengthen Young Families procedures, tools, workflows, and overall program effectiveness.
- Champion racial justice and equity within the organization and demonstrate ongoing professional growth in anti-racism, inclusion, and understanding the impact of privilege and oppression in systems, organizations, and communities.
- Additional duties as assigned.

Qualifications/ Required Skills

Required

- Minimum of two years of experience providing staff supervision or team leadership in youth services, family services, housing, shelter, crisis response, or a related human services setting.
- Experience providing case management or direct services to youth and families experiencing homelessness, housing instability, family conflict, crisis, or other significant barriers; experience supporting pregnant or parenting youth strongly preferred.
- Demonstrated leadership aligned with BFY's mission, values, racial justice and equity commitments, and guiding principles, with the ability to build accountable, supportive, and collaborative teams.
- Ability to set clear expectations, prioritize work, provide coaching and feedback,

- review performance, and hold staff accountable with consistency and respect.
- Strong case management, assessment, service planning, advocacy, documentation, and resource-navigation skills, including the ability to respond effectively to crisis and changing needs.
 - Strong written, verbal, and interpersonal communication skills, including the ability to communicate clearly, directly, respectfully, and purposefully with youth, families, staff, partners, and leadership.
 - Strong organizational skills and the ability to manage an active caseload, staff supervision responsibilities, documentation deadlines, and urgent program needs in a 24/7/365 service environment.
 - Ability to maintain confidentiality, professional boundaries, and appropriate handling of sensitive youth, family, personnel, and program information.
 - Working knowledge of Microsoft Office applications and client record management/data systems, with the ability to learn and consistently use BFY's required documentation and reporting platforms.
 - 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 and families served by BFY.
- Experience working specifically with pregnant or parenting adolescents and young adults and/or with early childhood, parenting education, or family-centered services.
- Bi-lingual (English-Spanish) with high proficiency in verbal and written communication.
- Bachelor's or master's degree in social work, youth development, family studies, psychology, or a 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.