REDWOOD COMMUNITY ACTION AGENCY

**Youth Service Bureau Division**

**JOB ANNOUNCEMENT for CASE MANAGER**

**TLP (Transitional Shelter Program) and Basic Center (Emergency) Shelter**

**STATUS: Fulltime / health benefits after 2 months of employment / paid vacation, sick & holidays**

**SALARY: $13.50 hour / 37.5 hours per week**

**AVAILABLE: Immediately**

**DEADLINE: Open until filled: interviews will take place as qualified applicants are received**

**APPLICATION PROCESS:**

**Required Employment Applications and instructions for submitting your application materials are available at:** [**www.rcaa.org**](http://www.rcaa.org)

**PLEASE NOTE:** Late applications, incomplete applications or resumes without applications will not be accepted.

**POSITION PURPOSE**

Under the general supervision of the YSB Division Director, and the direct supervision of the TLP/Shelter Manager or his/her designee, the Youth Case Manager will provide crisis intervention/case management services, client advocacy, live skills education, information and referral services to youths, ages 12-21 who are in the TLP/Shelter Programs, and are runaways, homeless or at-risk; as well as their families, with a primary goal of family reunification or independence and prevention of referred youth entry into the juvenile justice system. To assess client/family needs; implement and monitor appropriate strategies to meet identified needs; maintain adequate case notes to monitor and analyze service delivery; prepare various reports as required; provide community outreach/liaison with other local youth service providers; initiate or assist in community development activities to increase the availability of services to local youth and families. The position requires carrying a caseload of, on average, 12 active youth and up to 12 aftercare youth cases; and working with a team that fosters positive transitions and impactful outcomes for participants.

**GENERAL RESPONSIBILITIES**

Specific Tasks

* Provide direct assistance and education in activities of daily living (hygiene, apartment cleanliness, nourishment, employment readiness, social, educational, recreational and transportation).
* Provide intake interview to determine program eligibility and whether or not crisis intervention is appropriate (i.e., suicide prevention, placement in shelter care)
* Assess youth/family needs; identify services to meet those needs and develop a service delivery plan with the assistance of youth client and/or family; Lead family meetings/mediations.
* Monitor and evaluate achievement of service delivery plan
* Case conference with referring agency personnel and other significant individuals and work cooperatively with personnel from law enforcement, probation, child welfare services, schools and other youth-serving agencies (public, private and non-profit)
* Assist in the development of community delinquency prevention programs
* Maintain updated case notes/files
* Complete work activity reporting as required
* Attend weekly case supervision meetings with YSB’s Head of Clinical Services; come to meetings prepared with case information, service delivery plan, problems encountered, etc.
* Represent YSB at various team community meetings
* Expand knowledge of YSB programs and services through meetings with at-risk youth groups, parents, school and social service agency personnel
* Provide telephone crisis intervention response to youth and families via the YSB hotline.
* Facilitate weekly groups with TLP/Shelter clients
* Assist clients with all program requirements including but not limited to meal preparation, shopping, apartment cleanliness and all other independent living skills.
* Attend in-service training’s as required
* Maintain Title XIX (Medi-Cal) case notes, records and program compliance
* Provide emergency field response and on-call after hours on a rotating basis. Ability to arrive to work within 30 minutes of receiving call.
* Other duties as assigned

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Social work models of intervention; crisis intervention, family and ecological systems and counseling theories/approaches
* California laws pertaining to youth
* Local services relating to youth and families
* Group dynamics and methods of resolving group conflict

Ability to:

* Communicate effectively in written and oral form
* Read, write, speak, and understand the English language.
* Work collaboratively with a variety of community service providers
* Communicate/relate with individuals of various cultures, ethnicity, philosophical views, backgrounds, income levels and communication skills
* Establish and maintain cooperative and effective relationships with agency staff, personnel of other agencies, Board Members, funding source representatives, the local service population, and with individuals contacted in the course of work
* Work effectively under pressure
* Develop and maintain working relationships with individuals contacted in the course of work
* Develop comprehensive assessments and develop clearly defined casework objectives
* Mediate family conflict and negotiate contracts leading towards family reunification
* Insure and protect agency, employee, and client confidentiality and safety
* Work flexible hours, which may include evenings, weekends, and holidays, and arriving to work as scheduled and prepared.
* On a rotating schedule provide emergency field response & on-call after hours, weekends, and holidays. Be able to arrive at facility within 30 minutes of call.

**MINIMUM QUALIFICATIONS**

* Bachelor of Arts in social work, psychology or related field **and/or** three (2) years experience working with children, youth and families in a counseling, crisis intervention or other similar capacity

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
* Must have means and capacity to perform job related work with personal vehicle, as may be required, and must have proof of current automobile insurance.
* Possession of valid California’s Driver’s License with current DMV printout showing acceptable driving record.
* Submit to background clearance, fingerprinting, and child abuse index check with acceptable results.
* Proof of current (within 1 year) negative TB test, or willingness to obtain one.
* Valid First Aid and CPR certification or willingness/ability to be certified.
* Proof of required education (i.e. AA, BA, MSW, etc.)
* Home telephone or other effective means of communication.

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodation:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

***AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER***