**REDWOOD COMMUNITY ACTION AGENCY**

**Youth Service Bureau Division / RAVEN Project**

**JOB ANNOUNCEMENT**

**POSITION TITLE: Street Outreach Case Manager**

**STATUS: 25 hrs/week – paid vacation, sick time & holidays**

**PAY RATE: $15.00 hourly**

**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) **Cover letter and resume strongly encouraged.**

**PLEASE NOTE:** Incomplete applications or resumes without applications will not be considered. This position and the Youth Workforce Program Coordinator position may be combined to make a fulltime, 40 hours weekly benefitted position if the applicant is interested and qualified.

**POSITION PURPOSE**

Under the general direction of the YSB Division Director and the direct supervision by the Street Outreach Program Coordinator, or their designee; the Street Outreach Case Worker will provide crisis intervention/case management services, client advocacy, information and referral services to youth ages 10-21 who are homeless or at risk ofbecoming homeless, and their families, with a primary goal of increased client safety and well being, family reunification, or independence. The Street Outreach Case Worker will provide case management services during regularly scheduled street outreach and drop-in hours and by appointment with street youth. 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.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Provide a direct connection between RAVEN Project street outreach and drop-in services and local shelters, including YSB shelter for eligible homeless youth.
* Assess individual needs and connect youth to appropriate community resources including counseling, domestic violence services, CalFresh, WIA/employment resources, and others as needed.
* 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.
* Monitor and evaluate achievement of service delivery plan.
* Advocate for youth access to resources including shelter, housing, employment, healthcare, etc., and collaborate with local service providers to ensure access.
* Assist in the development of community delinquency prevention programs.
* Maintain updated case notes/files.
* Complete work activity reporting as required.
* Attend case supervision meetings with Street Outreach Program Coordinator
* Attend YSB staff trainings; come to meetings prepared with case information, service delivery plan, problems encountered, etc.
* Represent YSB/RAVEN Project at various team community meetings and tabling events.
* Expand knowledge of YSB programs and services through meetings with at-risk youth groups, parents, school, and social service agency personnel.
* Facilitate weekly groups with RAVEN Project Youth Educators and clients.
* Assist clients with gaining independent living skills, including but not limited to meal preparation, shopping, employment preparedness, etc.
* Attend in-service training’s as required.
* Ability to work flexible hours, which will include nights and weekends.
* Maintain Title XIX (Medi-Cal) case notes, records and program compliance.
* Other duties as assigned.

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Social work models of intervention; crisis intervention, 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.
* 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.
* 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.

**MINIMUM QUALIFICATIONS**

* Bachelor of Arts in social work, psychology or related field **and/or** one year experience working with children, youth and families in a counseling, crisis intervention or similar capacity.
* Experience and/or training that can be directly related to the required job responsibilities may be substituted for education on a year-for-year basis.

**OTHER REQUIREMENTS**

* Must have means and capacity to perform job related work with personal vehicle, as will 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 and fingerprinting with acceptable results.
* 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