**REDWOOD COMMUNITY ACTION AGENCY**

**Youth Service Bureau Division / RAVEN Project**

**JOB ANNOUNCEMENT**

**POSITION TITLE: Street Outreach Case Manager**

**STATUS: 40 hrs/week – paid vacation, sick time & holidays**

**PAY RATE: $15.00 hourly plus health benefits**

**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.

**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 is also responsible for providing staff support to the Youth Workforce Program Coordinator in the Eureka region. This position 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 for Case Manager Duties:

* 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.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks Related to Youth Workforce Program Support:

* Recruit employers and eligible youth as defined by WIOA regulations in collaboration with the Economic Development Division of the County of Humboldt, the Workforce Development Board, AJCC, CR, HCOE, EDD, NCIDC as well as other community partners.
* Outreach to recruit eligible youth using a variety of presentations, brochures, flyers and other forms of communication with youth, families, schools, the general public and organizations.
* Provide services to enrolled youth in the areas of academic support, work readiness and occupational skills, leadership development and career, college and vocational training exploration.
* Coordinate services with school, community and government supportive service programs.
* Communicate program goals, objectives and eligibility requirements to possible referral sources such as teachers, counselors, school administrators, and other student support service program personnel at various school sites and agencies throughout the region.
* Contact local employers for the development of summer and ongoing employment opportunities.
* Assist referral sources in determining program eligibility for youth. Make appropriate referrals and advocate for other supportive service programs for youth.
* Provide intake interview to determine WIOA program eligibility.
* Assist youth and families in obtaining needed documentation for eligibility determination.
* Once eligibility is determined, consult with supervisor prior to enrollment to assess readiness.
* Following enrollment, conduct skills and interest assessments, goal setting, and development of Individual Service Strategies (ISS).
* Determine access to the Ten Youth Program Elements per WIA regulations as established in the ISS.
* Conduct pretests per established goal(s).
* Provide services to support youth in completion of ISS (educational plan, job skills, employment and leadership skills, exploration of career, college and vocational training programs, etc.).
* Initiate or assist in coordinating services, field trips, and events with other high school, college, community and government supportive service programs.
* Monitor and evaluate achievement of ISS.
* Consultation with supervisor prior to development for Exit plan.
* Provide goal appropriate posttests and exit youth from active status in program when goals are met.
* Provide follow-up services for a minimum of 12 months post Exit. File appropriate forms.
* Chart WIOA contacts and services in client case note files and CalJobs
* As needed, consult with the Youth Workforce Program Coordinator regarding program planning, job/volunteer opportunities, trainings, youth program communications and other issues.
* Collaborate with Youth Transition Action Teams (YTAT), Independent Living Skills (ILS), Probation and others whose work promotes successful acquisition of skills and independence of WIOA eligible youth.
* Required attendance at:
* Monthly Youth Program Operator meetings under the direction of the Workforce Program Coordinator of the Economic Development Division of the County of Humboldt.
* Weekly case supervision meetings with supervisor prepared with case information, service delivery plan (ISP), problems encountered, etc.
* YSB staff and other WIOA or RCAA and associated training/ meetings upon request.
* Represent RCAA and youth WIOA programs at community meetings and tabling events.
* Assist in planning and facilitating weekly groups appropriate to program goals with RAVEN Project Youth Educators and clients.
* Maintain on-line CalJobs case notes, records and program compliance documents.
* Work with RCAA Human Resources and Fiscal Departments for specific activities related to the WEX employment and volunteer participants including payroll, budgets and completion of payment request forms.

**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.
* Operating standard office equipment, proficiency with computers and Microsoft Office software.

Ability to:

* Work independently and as part of a cohesive team.
* Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling.
* Work collaboratively with a variety of community service providers contacted in the course of work.
* 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 and with limited supervision.
* Develop comprehensive assessments and clearly defined casework objectives.
* Arrive to work as scheduled and prepared; work flexible hours, which may include evenings, weekends and holidays.
* Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

**MINIMUM QUALIFICATIONS**

* Bachelor of Arts in social work, psychology or related field
* One (1) year experience working with youth and/or families in a counseling, job training/coaching, 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 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 will be required.
* Possession of valid California Driver’s License, current auto insurance and acceptable DMV driving record.
* Submit to background clearance and fingerprinting with acceptable results.
* Proof of required education (i.e. AA, BA, MSW, etc.).
* Must have a form of effective means of communication; a home phone and/or cell phone and the ability to accept voicemail.

**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

**PLEASE NOTE:** This position is considered a “safety-sensitive” job due to the transporting of clients and will be subject to RCAA’s “Substance/Alcohol Abuse” policy. This policy is included in the Policies and Procedures and a more detailed brochure is available from the Human Resources Department which further outlines the policy.

### AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER