



### **Youth Outreach Case Manager**

The Learning Web has an opening for a Case Manager within our Youth Outreach Program. This direct service position supports the Housing Scholarship Program, a Transitional Living Program (TLP), which provides housing to homeless youth ages 16 to under 22 years of age. Residents receive safe, stable housing, staff support and supervision, connections to community services, and life skills training. This is a full-time position with dual reporting to the Youth Outreach Program Coordinator & Executive Director.

#### **Position Duties:**

- Maintain intensive caseload of TLP residents and Youth Outreach non-residents.
- Use a Positive Youth Development approach to case management, combined with a harm reduction model, and a trauma-informed care protocol.
- Determine eligibility, gather intake information, and conduct assessment of strengths, needs, and interests of participants.
- Provide crisis intervention as necessary, identify, and assess immediate and long-term needs of participants, including safety, well-being, and self-sufficiency.
- Advocate on participant's behalf with other service providers, landlords, the legal system, etc. and provide community resource referrals as appropriate.
- Assist participants in finding stable, safe housing and for youth entering TLP apartments – orient and support them to set up a safe, healthy home, and transition to stable housing upon exit from the program.
- Provide skill building in full range of independent living skills in both one-to-one and small group training.
- Provide assistance in the areas of health promotion (physical, cognitive, emotional/mental) education, and employment.
- Place and monitor participants in workplace apprenticeships, based upon the participant's interests and skills. Recruit, screen, and support worksite mentors.
- Insure that all agency, Federal grantor, and NY State mandates, policies, & procedures are followed throughout the course of work and maintain required documentation on both program and all participants.
- Represent organization to outside agencies, community groups, etc. as directed.
- Participate in supervision and staff meetings, and assist the Learning Web in reaching broader organizational goals such as fundraising and program development.
- Maintain high ethical standards when carrying out all duties and maintain strict adherence to all confidentiality, legal, and agency guidelines in all areas of service provision.
- Other duties or projects as assigned.

#### **Minimum Qualifications:**

Bachelor's degree required and experience working with youth or young adults in a community setting. An Associate degree will be considered if the candidate possesses additional related work experience.

- Experience with vulnerable youth population, particularly youth of color and youth from lower socio-economic backgrounds desired.
- Excellent written and oral communication skills.
- Ability to read, interpret, and analyze written budgets, government regulations, and technical procedures.
- High-level of organization including the abilities to manage multiple projects simultaneously, to prioritize work, be detail oriented, and to know when to seek assistance.
- Ability to interact well with team members and take direction.
- Ability to understand confidentiality and handle information of a confidential nature, required.
- Must have computer expertise using Microsoft Office Suite and relevant Social Media Platforms.
- Employment application and background check required.
- Reliable transportation, clean driving record required.
- Must be available to work some early evenings and in rotating on-call emergency schedule.

Salary & Benefits: TBD based on experience. Health Insurance, generous vacation and holiday leave.

To apply, send cover letter and resume via email to: [neoma@learning-web.org](mailto:neoma@learning-web.org)

For information about our agency and programs, please visit us online at [www.learning-web.org](http://www.learning-web.org)

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