



thePLACE

JOB DESCRIPTION

Job Title:	Housing Case Manager
Location:	Colorado Springs
Department:	80 - Housing
Reports to:	Housing Supervisor
Supervises:	None
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

JOB SUMMARY

Under the supervision of the Housing Supervisor, the **Housing Case Manager** will be responsible for the supervision of youth's independent living situation. This position is responsible for providing program services that are appropriate and effective for youth living in apartment units, other subsidized housing or independent living arrangements. Duties include supervision of youth, case management, youth assessments, crisis phone counseling, client documentation, data collection and ensuring that the program is facilitated in a manner that accommodates youth physical and emotional safety and the delivery of services that are trauma informed, appropriate and effective. This position is responsible for transitioning youth into a housing program in collaboration Property Managers, Leasing Clerks and other agency staff. The person will need to attend regularly scheduled housing meetings, case management and teamings as well as other related trainings and program meetings, local community meeting and resident council meetings. Holiday and occasional on-call shelter floor coverage is also required. This position will ensure that interactions, interventions and environments at The PLACE are trauma informed and emphasize the physical and emotional safety of youth and staff.

QUALIFICATIONS

- A Master's Degree in social work, psychology or a related field AND minimum of two (2) years of experience working with youth OR a Bachelor's Degree in human services or a related field AND a minimum of three (3) years of experience working with youth, OR high school diploma or equivalent with a minimum of five (5) years full-time of experience working high-risk youth.
- Ability to connect well, work effectively and communicate in a culturally responsive manner with a diverse youth population
- An understanding of trauma informed interactions or willingness to learn and adopt this approach is required
- Consistent exercise of discretion and independent judgment in the performance of duties
- Good problem solving skills

- Ability to assess and change priorities based upon agency and client needs
- Skills and ability to work with a resistant youth population
- Excellent written and verbal communication skills
- Clear and appropriate boundaries with youth
- Attendance and punctuality are basic requirements in this job description
- Must be computer proficient and possess experience of Microsoft Office Suite (e.g. Outlook, Word, PowerPoint, and Excel)
- Understanding of the provision of and commitment to trauma informed care and positive youth development
- Must be insurable as a driver on The PLACE's auto liability policy to transport youth using a The PLACE vehicle and an approved personal vehicle
- Must pass both federal and state background checks
- Must pass pre-employment TB screening

JOB DUTIES

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

Case Management:

Intensive case management as a major component to this position includes:

- Meet with assigned youth to obtain history and maintain paper-work and files
- Develop individual case plans for youth to achieve goals
- Provide personal interest and attention to each youth, remaining sensitive to the need to help each youth develop socially, emotionally, and intellectually
- Provide guidance to youth that is based on the principles of trauma informed care and positive youth development
- Provide weekly sessions with each youth participant to review progress toward contracted objectives, revise plans, and provide support and accountability
- Conduct Team Meetings, called "teamings," with persons involved with youth on their case-load
- Provide weekly sessions with each youth participant to review progress towards contracted objectives, revise plans, and provide support and accountability
- Act as a positive role model in furtherance of the aims of The PLACE's goals
- Attend all required staff meetings and client reviews being prepared to address client issues
- Collaborate with other agencies for health service delivery needs
- Work with parents, legal guardian, and family members towards appropriate family reunification
- Attend professional trainings as required

Youth Supervision

- Provide supervision for youth involved in the Housing Program while providing support supervision and programming for all youth
- Ensure client safety, provide appropriate and effective services
- Employ elements of Positive Youth Development and Trauma Informed Care throughout the Program

Assessments

- Assess the level of need and intent of the youth and make recommendations regarding youth's involvement at The PLACE

- Establish plans with youth, ensure follow through, and make appropriate referrals

Documentation & Program Compliance

- Maintain thorough and accurate client files; ensure client confidentiality; communicate clearly and effectively to other staff members regarding client; collect and maintain ongoing and accurate data; enter data on computer database as well as in client record; track client services and accurately input data collected on a daily, weekly, and monthly basis in The PLACE's database (Adsystem)
- Assist Director of Programs in paperwork and documentation maintenance needed for compliance with housing program regulations
- Assist with preparing required reporting for the housing program

PROFESSIONAL PERFORMANCE

- Adhere to all Personnel Policies and Procedures for the Agency
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a "role model" both at and away from the Agency
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program
- Maintain an awareness of the agency's mission and work to promote the positive individual and social change goals it embodies
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience
- Actively strive to create and maintain a culturally sensitive, trauma informed and appropriate environment through communication and interaction that demonstrates respect for diversity; while promoting the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally
- Support positive youth development and youth involvement in decision-making processes

PHYSICAL REQUIREMENTS

- Employee frequently is required to sit. Employee is frequently required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and occasionally stoop, kneel, or crouch
- Requires manual and finger dexterity and eye-hand coordination
- Able to speak and write the English language in an understandable manner
- Requires the ability to use department equipment, such as telephones, personal computers, adding machines, copiers, fax machines, etc. Position requires frequent use of computer and phone
- Able to hear well enough to communicate with employees and others
- Ability to meet youth off-site at youth housing
- Able to be on feet and mobile up to 10 hours per day
- Able to lift up to 50 lbs

WORK ENVIRONMENT

Employees in this position are subject to long hours on their feet in an office and apartment environment that may frequently include physical conditions such as inclement weather or temperature extremes, sharps, drugs and paraphernalia, and interpersonal contact from non-employees that include sexual innuendo and raw, abusive or threatening language. Employees must be comfortable providing safer sex supplies and bleach kits to youth.

The PLACE provides personal protective equipment (PPE) and safety training to prepare and protect The PLACE employees in these uncontrolled environments. Compliance with safety protocol is required, which may include the use of PPE, involvement of law enforcement, and/or enactment of emergency protocols, detailed in The PLACE's Emergency Operations Plan.

ACKNOWLEDGEMENT

This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. The PLACE may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

Employee Signature

Date