



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Outreach Case Manager</b>
<b>Location:</b>	Colorado Springs
<b>Department:</b>	40 - Outreach
<b>Reports to:</b>	Outreach Manager
<b>Supervises:</b>	None
<b>FLSA Status:</b>	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
<b>Pay Rate:</b>	\$20.25

## JOB SUMMARY

Under the supervision of the Outreach Manager, the **Outreach Case Manager** will be responsible for connecting with youth on the streets to build healthy and strong relationships with these youth in hopes of helping them on their path to self-sufficiency. The Outreach Case Manager acts as a liaison to inform youth, the community, and businesses about the services offered by The PLACE to promote the health, safety, and well-being of homeless and runaway youth and to assist them in permanently exiting the street life. Other duties include coverage of the shelter, outreach on the streets, intensive and basic needs case management, facilitation of groups, classes, and activities. 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 a minimum two (2) years' of experience working with youth; or a Bachelor's degree in human services or related field and a minimum three (3) years' of experience working with youth; or high school diploma or equivalent with a minimum five (5) years' full-time experience working high-risk youth
- Experience in providing trauma informed care or willingness to adapt this approach is required
- Experience, competence, sensitivity and ability to connect well and work effectively with the homeless youth community, especially youth who identify as LGBTQ, or are often difficult to engage, mentally ill, addicted to substances or otherwise impaired
- Skill in oral and written communications
- Skill in negotiating and mediating, particularly in sensitive situations as well as some skill in crisis intervention and de-escalation
- Able to communicate effectively with a diverse population
- Able to make independent judgement and sound decisions using available information while maintaining appropriate confidentiality
- Able to function as a member of a multi-disciplinary team and work with collaborating agencies
- Able to manage tasks and activities in an environment that's sometimes includes conflict and chaos
- Must be team-oriented and able to coordinate with various departments and staff
- Must be computer proficient and possess experience of Microsoft Office Suite (e.g. Outlook, Word, PowerPoint, and Excel)

- May be required to obtain QMAP certified or eligible for QMAP certification
- Must be insurable as a driver on The PLACE's auto liability policy in order to conduct business on behalf of the agency and/or transport youth using an The PLACE vehicle and an approved personal vehicle
- Must pass both federal and state background checks
- Must pass pre-employment TB screening
- Attendance and punctuality are basic job requirements in this job description

## **JOB DUTIES**

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*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.*

All Outreach Case Manager positions will be responsible for performing the general work duties listed:

### **General Job Duties**

- Actively represent The PLACE in the community to persons interested in the issue of homelessness for education, funding, and advocacy purposes
- Works collaboratively with shelters to identify homeless persons living in the shelter that need assistance accessing services and housing
- Attends all required staff meetings and client reviews, being prepared to address client issues.
- Assists in conducting yearly Point In Time survey
- Attends professional trainings as required
- Accompanies youth on group outings (e.g., DMV, movies, and other recreational activities)
- Educates and trains volunteers in all aspects of working with youth who are homeless or at high risk of homelessness
- Actively engage youth on the streets, in the shelter, and other The PLACE programming
- Accountable to all defined outcomes, both individually and team level
- Provide HIV & HEP C testing to The PLACE clients
- Track and maintain supplies, as well as place orders, arrange for pick-up, and communicate clear standards of proper use and storage of these items

### **Case Management and Referrals**

- Collaborates with homeless service providers in the community and The PLACE programs to provide optimum coordination, communication and continuity of services
- Assists youth into permanent housing and/or family reunification and provide referrals for supportive services to help maintain stability
- Accepts referrals from other agencies and works collaboratively with staff of all agencies to provide contact and to support additional goals
- Implements individual assessments and develops case plans with participating youth to identify needs and provide appropriate resources and services

### **Milieu Supervision**

- Develops relationships with homeless/runaway youth to encourage and assist them in moving from the streets into housing or appropriate reunification with parents/legal guardians, or networks of support
- Provide milieu supervision through a trauma informed approach, working to ensure the physical and emotional safety of the youth and their environment
- Provide youth direction and referrals and cultivate relationships that could eventually move to case management
- Provide programming that supports the building of healthy relationships
- Work with youth to maintain cleanliness of the environment
- Provide de-escalation and crisis intervention, phone counseling and support of milieu as necessary
- Work as a team to provide coverage of all areas of the shelter during open hours

## **Documentation**

- Accurately document all services including assessments, case notes, service plans, and specific services received by client into HMIS
- Collect and maintain accurate data on an ongoing basis
- Maintain clear and effective communication with other staff regarding clients
- Work to ensure client confidentiality

## **Intakes and Assessment**

- Complete thorough intakes in a manner that begins to establish comfort and trusting relationships
- Assess the level of need and intent of youth and make recommendations regarding youth's involvement in other The PLACE programs

*In addition to being responsible for all work duties listed above, the **Outreach Case Manager** will also:*

- Work to provide street youth resources through street outreach using a trauma-informed approach
- Will work to achieve daily, monthly, and yearly goals (both team and individual) establish in conjunction with the supervisor
- Develop, implement, and maintain programming to deliver resources and knowledge to youth on the streets as well as to build community with youth on the streets
- Seek out and build trusting and healthy relationships with youth who are not yet accessing other services at The PLACE
- Attend Human Trafficking events and represent The PLACE in Human Trafficking efforts within the community

## **PROFESSIONAL PERFORMANCE**

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- 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
- Promote the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally
- Support youth development and youth involvement in decision-making processes

## **PHYSICAL REQUIREMENTS**

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- 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**

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Employees in this position are subject to long hours on their feet in an outdoor street 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. Employees will outreach to homeless youth in public places, under bridges, in abandoned buildings, and other outdoor areas in an attempt to engage them in a non-threatening way.

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**

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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.

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Employee Signature

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Date