



Job Title: Case Manager

Reports to: CPO

Job type: Full Time

Job Description:

If you're looking to make an impact with your life, we'd love to have you at 91 Place. 91 Place houses youth experiencing homelessness between the ages of 16-24, and we are actively working to reverse generational poverty and chronic homelessness. The case manager position will provide a myriad of culturally competent and trauma-informed support services to engage homeless youth ages 16-24. This role is responsible for minimizing the psychological, physical, and social barriers that may deter transitional age youth from receiving needed services, and must have the ability to connect with youth experiencing mental illness, substance addiction, life and social skills deficits, or who may be difficult to engage.

Objectives of this Role:

- Assure the safety and well-being of the youth within 91 Place and maintain a nurturing and supportive environment
- Demonstrates competence to support clients in identifying personal goals for recovery and wellness, and ways to reach those goals
- Develop and maintain resource library and related communications
- Work collaboratively and communicate effectively in a multi-disciplinary team
- Uphold professional standards as a representative of the organization to manage case records within agency and contract affiliate's electronic health record system following legal, procedural, and confidentiality requirements
- Conduct all functions in accordance with 91 Place guidelines, policies, procedures and ethical standards
- Adheres to all legal parameters for ensuring and maintaining clients' confidentiality including HIPAA, and state and federal laws

Daily and Monthly Responsibilities:

- Create safe, appropriate, and supportive relationships with all youth served
- Complete assessment, evaluation, planning, and implementation related to caring for youth in the residential program, alumni, or community youth
- Continually assess and manage goals related to the seven components of wellness: physical, social, educational, environmental, occupational, financial, and mental/emotional



a place to be, grow, and transform

- Provide and/or plan transportation to and from any appointments, meetings, or activities related to programmatic expectations or goals
- Initiate referrals, provide direct linkage and advocacy to community resources, and conduct follow up
- Assess each youth's needs regarding essential documentation, and facilitate acquisition of those documents
- As needed, directly support youth who are involved in the justice system to fulfill legal obligations and prevent future involvement
- Build relationships with community-based organizations and government agencies to promote collaboration, and identify resources for youth
- Provide continued care for youth transitioning out of the residential care program, including assessment, assistance with rehousing, and support related to all seven components of wellness. Assist alumni with aftercare needs even after transition.
- Provide crisis intervention; assist clients in problem-solving life situations
- Assist with facilitation of 91 Place orientation, employment readiness, school enrollment, financial planning, and other social/life skills workshops
- Research, create, outsource, or facilitate hands on learning opportunities related to the seven components of wellness for youth
- Attend collaborative staff meetings, trainings, and other meetings as assigned
- Assist as needed with administrative and operational tasks related to the 91 Place day-to-day operations

Skills and Qualifications:

- Master's Degree Preferred; B.A./B.S. in child development, social science or related field required
- Minimum 2 year's relevant experience with case management or service coordination for youth and young adults
- Experience in crisis and mental health support preferred
- Valid Indiana Driver's License, CPR & First Aid Certified
- Knowledge of and experience working with youth ages 16-24, shelters and shelter populations, homeless youth populations, substance abuse, and/or LGBTQ youth
- Ability to quickly build rapport with a diverse group of youth
- Experience with outreach to at-risk, vulnerable, and hidden populations
- Knowledge of trauma-informed care, mandated reporting responsibilities
- Must have good communication and interpersonal skills
- Knowledge and ability to connect clients to appropriate community resources & housing