

JOB TITLE: Youth Housing Case Manager

Status: Full Time

SUMMARY:

The Youth Housing Case Manager provides engagement and case management services with an interdisciplinary, multi-agency team to at-risk and unhoused youth, under the age of 25, who are living in the Central Florida area. Responsibilities may include, but are not limited to the following: intake and assessment, individual and group counseling, crisis intervention, case planning and contracting, resource brokerage and referral, case coordination and advocacy, follow-up and after care, provision of clinical and financial record keeping related to job duties, and collaboration with a network of YHDP providers.

This position contributes to the agency's success by keeping updated files, interacting with youth using a Positive Youth Development Approach, and empowering youth to reach their goals. The person who fills this position has a strong working knowledge of how social service systems operate and possess the empathy required to understand and relate to individuals who work within this field and the young people who interact with it.

Duties & Responsibilities:

- Provides housing case management and direct participant services to all youth who request services while also providing housing search support to youth with locating appropriate housing rentals
- Conduct intake interviews and assessments to gather information about homeless youth, their backgrounds, needs, and goals.
- Assist with move-ins, move-outs, and housing transitions for the youth and programs
- Provide 1:1 CM activities to assist youth in meeting service goals, by meeting with youth on an as needed basis, which could include home visits, apartment checks and supervision as needed
- If needed, assist with supporting YYA when housed as needed with activities of daily living such as transportation, housekeeping, meal preparation, medications, shopping, laundry, or other hands on assistance as needed
- Collaborate and coordinate educational, vocational, employment, and career development and exploration activities. This could include making appropriate referrals to supportive services.
- Collaborate with assigned youth systems navigators to ensure a smooth transition when housing opportunities become available.
- Provide independent living and life skills training to youth and documentation of these events;
- Engage and connect youth with appropriate mental health and/or substance abuse supports
- Build high-quality relationships with youth participants to understand the personal experiences of children and youth impacted by homelessness
- Attend recommended training and conferences to ensure the development of the knowledge base, especially related to domestic violence, sexual exploitation, and human

trafficking, and provide safety planning and speedy linkage to specialized support services as needed.

- Ensure all services are provided through a positive youth development, cultural sensitivity, trauma-informed, harm reduction, and housing first lens.
- Participate in the HMIS data system for all client tracking and reporting of services.
- Collaborate with the Youth Coordinated Entry System Coordinator to match youth with appropriate housing, complete relevant assessments, enter and share data, and participate in case conferences.
- Recruiting youth to participate in the local Youth Action Boards (YAB) and ensure youth and young adults are able to attend meetings.
- Advocate to ensure that authentic youth voice is integrated into all local decision-making processes.
- Participate in relevant CoC meetings and training and uphold YHDP Guiding Principles

LEADERSHIP:

- Offer vision, creativity, and enthusiasm to employees and community members to generate the positive thinking of and best practices for young people;
- Maintains meaningful involvement with participants, advocates, donors, and community partners
- Participates in creating and maintaining a workplace that values diversity and is free of racism, sexism, homophobia, and all other discriminatory practices
- Continue to foster and improve an organizational culture that builds on our core value of youth engagement and partnership while assisting in meeting their basic needs.

QUALIFICATIONS

- Must have a Bachelor's Degree in Social Work or related field, and minimum of two years of experience working with youth experiencing homelessness. Those with lived experience of youth homelessness are strongly encouraged to apply.
- An understanding and respect for the culture of youth, families and family systems.
- Acts in a professional manner and maintains a professional attitude towards the public and colleagues; adheres to cultural diversity guidelines, and exhibits the fundamentals of good public/customer service.
- Ability to work independently and in partnership with team members
- Ability to communicate effectively with youth, co-workers, volunteers, and supervisor; and seeks to improve knowledge, skills, and abilities in related service areas.
- Must understand the resources and systems available through city, state, or national organizations and have a compassionate nature to help people progress from being homeless to becoming self-sufficient.
- Preference for candidates with extensive knowledge of or lived or working experience in one or more of the following systems:
 - DCS/Foster care, Juvenile/legal, Domestic or intimate partner violence, HIV linkage to care, Healthcare/ mental health care, LGBTQ+, Department of Human Services benefits including SOAR/ SNAP/ TANF, Immigration, Substance abuse
- Must possess excellent organization, creativity, flexibility, optimism, and exceptional interpersonal skills.

- Must possess and maintain a valid driver's license.
- Knowledge of service systems and clinical issues related to out-of-home youth including the social context and rights of young people.
- Ability to manage crises by recognizing and providing appropriate intervention as needed.

COMPETENCIES:

- **Adaptability** - Adapts to changes in the work environment; No two work days are the same. Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Ethics** - Treats people with respect; Keeps commitments; Maintains confidentiality; Inspires the trust of others; Works ethically and with integrity; upholds organizational values.
- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.
- **Professionalism** - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.