



BILINGUAL CASE MANAGER (RESIDENT MANAGER)

OVERVIEW

Case Manager (Resident Manager) work as part of an inter-disciplinary service team with youth identified individuals 16 to 23 years old primarily with some support to individuals up to 28 years old.

This position will assess the needs, develop a plan to achieve desired goals, and support youth in accomplishing their stated goals. Building positive supportive relationships with clients is central to the effectiveness of this position. Youth will be referred into the Housing Program primarily through connections with other Homeless Youth System services. Case Managers will work closely with the Housing Team to develop programming and opportunities that help youth succeed in the Housing Program and the monitor the progress of youth in housing. The Case Managers will have flexibility to engage and support clients both on-site and in the community. Some services will be provided within the basic needs resource locations (meals, drop-in basic needs, and activities). Case Managers will advocate for and support youth in the utilization of services and resources available to assist in achieving their plans. This position will complete Outside In Assessments with eligible participants and will aid in building community connections and accessing resources to support identifying individualized needs and goals. The frequency and duration of services will be based on each youth's individual needs and will change, as youth needs for support change. In some cases, youth may be engaged in multiple supportive programs where they receive significant supports. When other services, family, and friends are involved the Case Manager can serve as a facilitator of all the supports and resources a youth is accessing so that efforts are coordinated and in alignment with the youth's plans. Case Managers will maintain strong professional connections with employment/education and other transitional support resources as part of the inter-disciplinary Assertive Engagement team working to support homeless youth. The caseload for the Case Manager in this position will initially average about 18 youth. Case Managers work closely with members of their Assertive Engagement team, as well as other teams at Outside In, other partner agencies, and other community resources.

The goal of Case Managers is to build relationship with youth living on the streets, learn about each person, and help them build the supports and resources that allow them to increase health and achieve personal goals. Ultimately we hope to help young people build skills and healthy supports so that they may connect and stabilize in the community, for youth transitioning successfully out of Transitional Housing this often includes obtaining a stable income and locating an affordable community living situation.

PORTFOLIOS:

Assessment and Service Planning

- Provide Initial Intake Assessment, Re-Assessments, and homeless youth resource orientation, meeting requirements for paperwork and timelines for completion.
- Support youth seeking to apply for the Transitional Housing Program.
- Educate youth about Homeless Youth System, Community, and Outside In options.
- Provide ongoing assessment and data collection.
- Identify and utilize youth strengths.
- Facilitate development of an Action (Service) Plan with each youth.
- Complete an Action Plan Review with the youth and other team members at least every 90-days.
- Engage youth to involve supports, including other service providers, in planning whenever possible.

Youth Involvement and Empowerment

- Involve and empower youth participants in generating community, community norms, and sense of ownership within activities and programs.
- Support youth initiated activities and leadership.
- Involve youth in maintaining group, program, and community spaces as much as possible.

Case Management/Service Coordination

- Be available to engage and meet with youth on a flexible schedule: working with the Assertive Engagement team to ensure support available 7 days a week, including 9 a.m.- 6 p.m. Monday through Friday.
- Coordinate with Housing Program teammates to provide coverage seven days a week to support the Housing Program.
- Meet with youth individually on a regular basis, which may include evening and weekend appointments to accommodate youth schedules.
- Provide advocacy for youth: assist youth in accessing the services and other resources they need.
- Access flexible funding to assist in meeting needs and removing barriers to success.
- Monitor youth participation in other services (employment, education, basic needs and activity services, and shelter) and youth progress on action steps including youth participation in homeless youth resources.
- Support youth connection to employment, education, and housing resources and track all benchmarks in established systems.
- Develop and maintain linkages with other resources, including alcohol and drug and mental health resources.
- Complete assessments and make referrals to relevant resources and services.
- Coordinate all services of individual youth when needed.

Individual Counseling and Group Facilitation

- Build positive relationships with youth through role modeling and mentoring.
- Participate in crisis planning and crisis intervention, which may include after hours contact on an as needed basis.
- Facilitate groups, as needed, on relevant topics (alcohol and drug issues, independent living support, healthy activities, etc.).
- Assist youth clients in individual and group life skill building through activities and support accessing community resources.

Sub-Population Specialty

- Have knowledge of issues and interventions of specific populations/issues that may include: pregnant and parenting, HIV+, Spanish-speaking or other language skills, alcohol and drug involvement, mental health, community justice, community involvement, sexual minorities, health care, employment, education programs.
- Maintain up to date information about population/issue specific resources.
- Build and maintain contacts at agencies providing resources.
- Attend relevant community resource and information sharing groups.
- Share information and resources with other Team Members, Youth Department staff, and Homeless Youth partners.

Mental Health and/or Alcohol and Drug Treatment Services

- Complete Mental Health Assessments.
- Provide Mental Health therapeutic interventions.
- Coordinate with Clinic Access Coordinators to monitor OHP coverage.
- Coordinate with medical personnel as needed.
- Coordinate Mental Health care and make referrals as needed, including completing referral packages for youth referred to Psychiatrist.
- Coordinate with Alcohol and Drug Specialist as needed.
- Assist with SSI/SSDI applications as needed.
- Participate in case / psychiatric consultation at least monthly.

Housing Program Coordination

- Participate as an active member of the Housing Team.
- Coordinate with the Contact Person for each youth on caseload, to assure that each youth is receiving support in developing and monitor plans to accomplish goals and meet program expectations.
- Provide back up support to all Housing Specialists.
- Participate in 3-way meetings with Contact People and youth as needed.
- Participate in housing applicant interview.
- Participate as a member of the Determination Team for the Housing Program.
- Provide support to youth by serving as a Contact Person,
- Monitor youth compliance with program agreements and share information with Housing Specialists and Housing Program Coordinator.

Homeless Youth System Coordination

- Attend 'daily' or Assertive Engagement team meetings.
- Assist in facilitation of Assertive Engagement team meetings.
- Participate in regular communication with Youth Department and Homeless Youth System staff, including coordination via in-person, e-mail, and phone contacts.
- Coordinate shelter services for youth.
- Participate in Homeless Youth System (HYS) coordination meetings as needed. Specifically, attend Shelter Coordination Meetings to share information about the goals, needs, and progress of youth.
- Assist in referral and transfer of youth to other service systems.
- Provide feedback to the system (County) about emerging issues of care not being met and trainings needed by HYS staff.
- Participate in system coordination and planning groups to remove barriers to youth success and replicate efficiencies and effective components.
- Work with system providers to achieve desired outcomes.

Service Documentation

- Maintain accurate and timely documentation of all services. This includes: assessments, mental health assessments, re-assessments, service/action plans, reviews, progress notes, exit summaries, billings, etc.
- Learn and practice current documentation systems, which can include new technology and revised forms of documentation.
- Complete all required statistics and reports in a thorough and timely manner.

GENERAL JOB PERFORMANCE STANDARDS:

- Meet regularly with supervisor.
- Support agency goals.
- Support the transition to a new system of service delivery.
- Be able to work with a diverse population.
- Be able to work both independently and as a member of a team.
- Commitment to continual learning and quality performance.
- Work assigned work schedule.
- Perform all required documentation and information input in a professional, thorough, and timely manner.
- Carry out job duties according to the time schedule established with supervisor.
- Maintain professional boundaries and performance at all times.
- Complete all job duties assigned.
- Support the operational functioning of the Youth Department as a whole.

IN ADDITION, By working within the Homeless Youth System, Case Managers are considered Youth Development Staff and are expected to meet the following responsibilities and core competencies.

Youth Development Staff work with or on behalf of youth to facilitate their personal and social development, create healthy and on-going support systems, and foster relationships that enable them to gain a voice, influence and place in their community as they transition to independence.

CORE ACTIVITIES

- Activities and job duties as defined by individual employer and specific role (above).
- Establish relationships with youth that encourage positive social and emotional development.
- Facilitate youth engagement and self-determination as individuals and within HYS funded services/resources.
- Integrate and reconnect youth with natural supports and community resources.
- Create and nurture Protective Factors* in each youth's environment, including within the multi-agency team setting.
- Work collaboratively with youth to address their full range of needs.
- Manage crisis and provide service intervention as needed.
- Participate in the coordination of services and program development in a interdisciplinary, multi-agency team setting.
- Maintain documentation in a timely, thorough and accurate manner.
- Participate in required project and agency meetings.
- Participate in all training and professional development opportunities.
- Uphold the policies, mission, and goals of the Homeless Youth System.

* Protective Factors: caring relationships, high expectations, and relevant and meaningful participation.

Qualifications/Qualities

- Qualifications as defined by individual employer and specific role.
- Demonstrated skills working with youth in individual and group settings.
- Demonstrated commitment to youth participation and involvement in individual and program planning and evaluation.
- Knowledge of service systems and clinical issues related to out-of-home youth.
- Ability to work in an inter-disciplinary team setting.
- Superior communication, organization and interpersonal skills.
- Experience, ability, and commitment to work with sexual minority and culturally diverse staff, participants, and community.
- Commitment to ongoing professional development.
- Ability to serve as a role model for youth.
- Creativity, flexibility, optimism, and positive humor.

Competencies

Communicates and develops positive relationships with youth

- Ability to listen in a non-judgmental way
- Uses the language of respect
- Communicates effectively with both young people and adults
- Develops and maintains professional and trusting relationships
- Honors youth confidentiality
- Addresses youth conflict directly and respectfully, and avoids power struggles

Interpersonal Qualities

- Teaches and models effective problem solving and conflict negotiation
- Recognizes appropriate intervention

- Is able to manage conflict
- Understands and maintains appropriate professional boundaries when working with youth
- Is able to motivate and engage young people individually and in group
- Flexibility in providing services in non-traditional settings (outside of traditional 'office' setting, ie. the community, cafes, schools, parks, etc.)
- Utilizes positive and enthusiastic interpersonal skills
- Ability to make decisions independently
- Ability to work collaboratively with youth and team members
- Supports youth self-determination building on strengths and assets.

Respects and honors cultural and human diversity

- Exhibits an awareness of commonalities and differences (such as gender, race, age, culture, ethnicity, class, religion, disability) among youth of diverse backgrounds and shows respect for those of different talents, abilities, sexual orientation and faith
- Builds on diversity among and between individuals to strengthen the program community and the community at large
- Serves as a role model for the principles of inclusion and tolerance
- Understands and respects culture of youth/families

Program Development

- Understands parent agency mission, policies, and procedures
- Understands Multnomah County Assertive Engagement goals, objectives, and outcomes
- Understands adolescent development, including brain development
- Understands and can implement the Youth Development Approach
- Ability to objectively view one's own practice and performance
- Understands the issues of substance abuse, mental health, trauma & abuse

Community/Family Engagement

- Ability to engage community members in support roles
- Knows the social context and rights of young people
- Understands family systems and resources
- Understands and can network systems/options for youth

Implementation

- Ability to participate in an interdisciplinary, team-based environment
- Committed to ongoing learning and skill development
- Ability to evaluate effectiveness of individual and team approaches
- Commitment to continuous improvement