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| Job Title: | **Housing Based Case Manager for Youth** |
| Department: | **Community Services** |
| Reports to: | **Youth Homeless Programs Coordinator** |
| Grade: | **DS** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt** |
| Prepared by: | **Ashley Halladay-Schmandt** |
| Date: | **February 4, 2021** |
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| Purpose:  The Housing Based Case Manager for Youth will work in partnership with the Youth Homeless Programs Coordinator to administer the homeless programming of the YHDP. In addition, the Housing Based Case Manager for Youth will provide direct services to youth age 18-24 who are housed within the Rapid Rehousing Program for Youth throughout the 5-county region (Antrim, Benzie, Grand Traverse, Kalkaska, and Leelanau Counties). | |
| Essential functions:   * Utilize a positive youth development approach, emphasizing a youth’s strengths and assets in fostering skill building within areas of education, employment, mental wellness and building permanent connections. * Utilize active listening skills to frame a relationship with program participants built on trust. * Develop and maintain a robust list of and agreements with referral partners. * Assist the Youth Program Coordinator to track financial assistance through the NMCAA financial logs for the HUD YHDP RRH Program. * Participate in internal case conferencing reviews on a weekly basis with internal team members through a solution-focused positive youth development lens. * Attend wrap-around meetings with community partners. * Embrace and empower the self-determination of young people in the trajectory of their lives. * Provide strengths based, client-centered housing focused case management to youth 18-24 exiting homelessness. The housing focused case management may include development of a crisis plan, a guest policy, budgeting, rental payment assistance, linkage and referral to other applicable community resources and supports, as well as housing related goal development. * Partner with youth to develop a youth-led housing plan that will ultimately assist the young person in achieving their housing related goals. * Complete a Service Prioritization Decision Assistance Tool (TAY SPDAT) for all enrolled youth to use as a tool in developing a housing plan and retaining permanent housing. * Place eligible individuals and families on the MSHDA Housing Choice Voucher with Homeless Preference waiting list. * Attend Community Services Department meetings, program meetings, and NWCOC meetings as required. * Complete a Homeless Management Information System (HMIS) profile and maintain client level information on the system. All client files are to be maintained using a paperless system and electronic forms as provided. * Maintain a 94% data quality/completeness percentage for HMIS entry at all times. * Perform other duties as requested. | |
| Position Objectives:   * To effectively and efficient perform the essential function for the betterment of NMCAA and our communities. | |
| **Measured by:**   * The accuracy and timeliness of work produced. * Annual Performance Reviews. * Program audits. * Cooperation with and feedback from coworkers. * The ability to represent the Agency professionally and efficiently service clients. | |
| **Minimum Education:**   * Bachelor’s degree or equivalent experience in required skill areas. | |
| **Minimum Experience:**   * A minimum of 2 years relevant experience. | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Maintain a high level of ethical standards and serve as a role model to staff, youth and others at NMCAA. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner. * Self-motivated, systems thinker, sound conflict management style, team player leadership qualities a must. * Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response. * Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment. | |
| **Minimum Skills Required:**   * Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail. * Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, external partners, and program participants. * Ease with electronic database systems (HMIS preferred) and Microsoft Office applications. * Forward looking thinker, who actively seeks opportunities and proposes solutions. | |
| **Minimum Physical Expectations:**   * Able to physically accommodate a wide range of mild physical activity, including but not limited to moving up and down stairs, lift bag/boxes up to 35 pounds. | |
| **Minimum Environmental Expectations:**   * This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. | |