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| Job Title:  | Youth Diversion Case Manager  |
| Department:  | Community Services  |
| Reports to:  | Clinical Manager of Homeless Programs  |
| Grade:  | DS  |
| Supervises:  | None  |
| FLSA Status:  | Exempt  |
| Prepared by: |  |
| Date:  | February 4, 2021 |
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| Purpose: The Youth Diversion Case Manager provides excellent program delivery and outcomes in all aspects of care and support for at-risk and homeless youth ages 18-24 served by NMCAA.  |
| Essential functions: * Demonstrates a mastery of problem-solving skills and utilizes those skills in order to effectively problem solve on the spot with youth.
* 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.
* Demonstrate ability to locate and connect youth with resources with sometimes limited information.
* Develop and maintain a robust list of and agreements with referral partners.
* Coordinate with other members of the Coordinated Entry System for Youth (call center staff, street outreach staff) with the best outcomes for the youth who are served.
* Work within the Rapid Exit Program at shelter in constant coordination with street outreach staff in order to rapidly exit shelter within the initial 15 days of shelter.
* Assist young people ages 18-24 to identify options and solutions outside of the traditional homeless serving system in order to solve their housing crisis.
* Assist the Youth Program Coordinator to track financial assistance through the NMCAA financial logs for the HUD Youth Diversion 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.
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| 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.
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| Minimum Education: * Bachelor’s degree or equivalent experience in required skill areas. Master’s degree preferred.
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| Minimum Experience: * Minimum 3 years’ experience in a supervisory role.
* At least 3 years’ experience in a role surrounding positive youth development and youth driven programming.
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| 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.
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| 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.
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| 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.
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