|  |  |
| --- | --- |
| 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 |
|  | |
| 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. | |
| 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. Master’s degree preferred. | |
| 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. | |
| 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. | |