



Position Title: Community Engagement Case Manager -
Downcounty
Supervisory Responsibilities: No
Budget Responsibilities: None
Reports To: Program Manager
FLSA Classification: Non-Exempt
Date: December 2024

POSITION SUMMARY:

The Community Engagement Case Manager implements strategies, activities, and programs for engaging and recruiting vulnerable youth and young adults at targeted communities across the Downcounty region. Once youth are engaged, the Community Engagement Case Manager provides wrap-around services to help them to reach their highest potential. They work with participants to assess personal strengths, and develop individualized plans to achieve identified short- and long-term goals. The Community Engagement Case Manager provides guidance, feedback, and support to youth serving as role model, advocate, and ally throughout their enrollment in the Youth Opportunity Centers and its services. Additionally, this is a hybrid position, the Community Engagement Case Manager will deliver services directly in the community at targeted locations (Long Branch, Carroll Avenue, Northwest Park, Lockwood, Silver Spring, Quebec Terrace) and in the Youth Opportunity Centers as needed.

PRIMARY RESPONSIBILITIES:

1. Plans, coordinates, and implements programs and activities, including the Youth Leadership Council, support groups, and other activities to engage youth and their families with the goal of preventing high-risk behavior while developing life skills, well-being, and shared responsibility.
2. Administers intakes (in targeted community sites and the center) and produces a comprehensive assessment of participants' social emotional, personal, educational and employment skills and goals, and support service needs. Follows established Red Flag Action protocols and procedures to identify and act on emergency or critical case management needs.
3. Creates and coordinate a mutually agreed-upon individual service strategy plans for each client and their family.
4. Makes appropriate referrals to specialized community agencies and organizations; follows-up with status of referrals and enters all information in data collection system. Monitors and addresses clients' needs and barriers regarding access to appropriate resources (transportation, interpretation assistance).
5. Meets regularly with individual clients to monitor needs and progress on an ongoing basis, both at the YOC center and targeted community locations. Provides mentoring and coaching support to ensure client is progressing towards set goals. Develop a strong and trusting relationship with youth.
6. Coordinates access to YOC services (ie. GED classes/tutoring, ESOL classes, WFD services, MH and SAPP services, Tattoo Removal services, etc.).

7. Provide a model for a healthy, trusting relationship through clear communication and setting appropriate boundaries.
8. Conducts and coordinates meaningful engagement activities directly in the community such as recreation, field trips, sports, cultural arts, gardening, visual and graphic arts, photography, storytelling, nature healing activities, and curriculum-based groups.
9. Responds appropriately to emergencies and crisis events that involve or impact youth safety and security.
10. Establishes and maintains strong, professional relationships with a network of strategic and institutional partners (e.g., Street Outreach Network, Gang Unit, Police Departments, etc.) in order to mediate conflicts between and among youth as well as other sectors of the community.
11. Markets the Youth Opportunity Center and other Identity programs and activities to external organizations and other institutional partners at community-based outreach events.
12. Records client interactions, services, and events in a timely and proficient manner, to ensure that goals and objectives are met. Maintains and updates participant plans and files in accordance with program standards and contract requirements.
13. Maintains organized and updated physical and electronic files on each client, including relevant documentation, signed forms and releases. Implements evaluation aspects of all program components for youth ensuring confidentiality of data related to intakes, follow-up, exit, and satisfaction surveys. Adheres to all federal, state and local client document confidentiality requirements.
14. Drive Identity's 14 passenger minibus to pick up and drop off youth.
15. Supports Identity's mission and values. Continually looks for ways to improve the organization and works in alignment with Identity's strategic goals.

SECONDARY RESPONSIBILITIES:

1. Attends and actively participates in required trainings, meetings, and presentations.
2. Participates in organization's outreach and advocacy activities.
3. Coordinates with other Identity programs.
4. Orders and organizes program materials and supplies and submits necessary documentation.
5. Performs other duties as assigned.

EDUCATION, EXPERIENCE, and REQUIREMENTS:

- Bachelor's Degree required, preferably in Social Work, Sociology, Psychology or related field
- 1-3 years' experience as a case manager or working with out of school at-risk youth ages 10-25
- Knowledge of Positive Youth Development Model, motivational interviewing and counseling desired
- Knowledge of community resources
- Experience using database software desirable
- Must be able to pass a federal criminal background check and a Child Protective Services background check
- Valid driver's license required and must meet Identity's driving record standard

SKILLS AND ABILITIES:

- Proficient in Microsoft Office software.
- Excellent oral and written communication skills along with ability to make public presentations.
- Ability to assess individual skills with precision and make appropriate referrals.
- Builds rapport and trust with clients, staff and stakeholders.
- Thrives in a fast-paced environment. Prioritizes and organizes multiple projects to meet deadlines with effective and efficient use of resources.
- Is able to work under pressure, handle emergencies with professionalism and defuse crisis situations.
- Works collaboratively in all situations with clients and staff. Ensures clients' comfort and trust.
- Enjoys being challenged and is open to learning from others.
- Practices with a strong code of ethics and integrity, and fulfills obligations.
- Demonstrates sound judgment and decision making when working with youth and others. Shows flexibility, initiative, and resourcefulness in all actions and conversations.
- Is able to handle and be entrusted with confidential information.

WORK ENVIRONMENT:

- Able to work a flexible 40-hour work week including evening and/or weekend work.
- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility.
- Keyboard use of greater or equal to 30% of the workday.
- The ability to lift and move up to 10 lbs.
- Semi-private office or open work area; easily interrupted with external noise; and controlled air temperature.
- Requires travel between sites.