



JOB OPENING

JOB TITLE: Housing Case Manager
DEPARTMENT: Homeless Services
SUPERVISOR: Housing Programs Manager
STATUS: Full Time (40 Hours Per Week)

OUR MISSION: Restoring hope, building futures, and strengthening our communities through programs with youth, young adults and families.

JOB SUMMARY:

The transitional living program is a scattered-site housing program serving 8 young adults ages 18-24. The Housing Case Manager establishes clear boundaries and positive rapport with formerly homeless youth/young adults enrolled in the program, and assists in setting up case-specific goal plans. This position also makes appropriate referrals to assist clients in meeting their goals, which may include travel to the individual units, and transporting clients to services or appointments as needed. This focus on setting and attaining goals will couple with mentorship and modeling appropriate life skills to prepare clients to successfully transition from the program to sustainable housing self-sufficiency.

This position requires some non-traditional working hours, crisis intervention, mentoring, advocating for youth in the program, and clear, firm boundary setting. NEXUS Youth and Families operates from a harm reduction philosophy and strives to be a supportive, welcoming, non-judgmental environment for all young people served, regardless of the current challenges they may be facing.

ESSENTIAL RESPONSIBILITIES, DUTIES AND TASKS:

1. Provide direct service to young adults, ages 18-24.
2. Build and maintain consistent, healthy boundaries with program participants.
3. Utilize a strengths-based approach working with youth in day-to-day provision of services to hard-to-reach or hard-to-engage populations.
4. Develop and maintain community relationships and resources that lead to employment and/or educational opportunities for program participants.
5. Act in the role as “advocate” to youth for the entire duration of their participation in the program.
6. Work with program participants and their current supports to develop individual goal plans and meet objectives, with focus on health, education, employment, finances, housing stability, and permanent connections.
7. Provide 6-month follow-up case management services to clients exited from program.
8. Build and maintain up-to-date knowledge of available youth- and young adult-serving programs throughout King & Pierce County. Develop linkages with community agencies and provide referrals when youth identify need. Coordinate services for clients with outside providers.
9. Maintain organized, detailed documentation and client files, including regular case notes.
10. Maintain client confidentiality at all times.

EDUCATION/EXPERIENCE:

Requires one of the following:

- (a) Associates degree with at least two years of experience working with at-risk youth, preferably with the homeless population OR;
- (b) Bachelor Degree in Social Work, Psychology or related field preferred along with experience working with youth, preferably with the homeless population OR;
- (c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

MINIMUM QUALIFICATIONS:

- Demonstrated ability to competently serve young adults experiencing homelessness.
- Working knowledge of Trauma Informed Service Model, principles of harm reduction, and positive youth development.
- High effectiveness working objectively with a diverse group of people. Must demonstrate appropriate boundary setting, crisis intervention, communication, organization, and administrative skills.
- Two years' experience with at-risk youth.
- Experience with and understanding of street culture required.
- Ability to be flexible and committed to varying program needs involving scheduling and general duties.
- Proficiency with Microsoft Office Suite.

REQUIRED LICENSES, CERTIFICATES, OR KNOWLEDGE:

- Current Washington State driver's license and proof of valid automobile insurance.
- Current CPR and First Aid Certification
- Current Food Handler's Card
- Current Agency-Affiliated Counselor Registration
- HIV/AIDS training
- Proof of negative TB test.
- De-escalation and/or conflict resolution experience preferred, or acquire within 3 months of hire.

PHYSICAL DEMANDS/WORKING CONDITIONS:

- May require occasional evening, weekend, and holiday shifts.
- Regular transportation of youth to services in agency vehicle.
- Requires working with youth in the community.
- Must be able to lift a minimum of 35 pounds.

SAFETY HAZARDS OF THE JOB:

- Medium/maximum safety hazards due to work in an uncontrolled street/community environment.
- Potential violence and/or maltreatment from clients.
- Potential damage to personal property.

HOURS: Primarily day shifts. Some evening and weekend work may be required based on client need.

TO APPLY: Applicants should submit a resume with a cover letter.

CLOSING DATE: Open Until Filled

Nexus Youth and Families is committed to equal employment opportunity in all employment practices for all individuals without regard to race, religion, color, national origin, sex, age, handicap, marital status, or veteran status.