



## Position Description TRANSITIONAL LIVING PROGRAM CASE MANAGER

**Project 16:49** is a local non-profit organization established to provide Rock County's unaccompanied homeless youth with safe, stable housing options and case management support focusing on: education, employment, physical and mental health, independent living skills, and community connections. Project 16:49 operates two transitional living homes for youth ages 17-21.

The Transitional Living Program (TLP) Case Manager serves as the primary point of contact for TLP residents, and supports youth in making specific positive changes according to their individual goals and action plan. The TLP Case Manager oversees the day to day operation of the transitional living home and related staff. This position reports directly to the Executive Director.

### **Duties & Responsibilities**

- Manage daily operations of transitional living program / home to ensure a safe, stable living environment for residents, and to ensure house expectations are met
- Train and supervise shift staff, interns and volunteers involved with program service delivery
- Foster an environment of support and accountability that encourages leadership, personal growth, and the development of independent living skills
- Conduct intake interviews; identify and provide appropriate referrals to other community support services to ensure youth's basic needs are met; determine program eligibility
- Provide program orientation and inform youth of expectations
- Assist youth with the development of individual goals and action plans specific to their needs; conduct strengths and needs assessments
- Assist youth in completing high school diploma or GED, applying/registering for further education and financial assistance, obtaining employment, securing stable housing, learning independent living skills, and developing other community connections
- Support youth's ability to address barriers and achieve established goals; refer youth to outside service providers, and coordinate services as necessary; advocate for youth's best interest
- Oversee progress through regular contact and meetings with youth; maintain files and supportive documentation chronicling progress
- Develop and implement programs that benefit youth's transition to self-sufficiency
- Coordinate life skills and social skills groups
- Provide aftercare follow-up contact and services
- Ensure accurate tracking and documentation of all referrals and services provided
- Ensure case records, files and data entry programs are maintained in a proper manner and in accordance with the confidentiality policy, and that all statistical information and data required by any government agency or funding source is completed and submitted on time
- Establish and maintain strong working relationships in the community
- Collaborate in a team approach to develop, improve and/or expand programs and services
- Provide program reports for executive director and board
- Attend meetings and trainings, as required
- Participate in outreach, community education activities and key organization events
- Perform other duties as needed

**Required Skills**

- Strong interpersonal communication skills
- Strong organizational and time management skills; ability to work independently
- Ability to maintain and respect confidentiality
- Acceptance of a variety of lifestyles, behaviors, and cultural and spiritual practices
- Ability to maintain professional boundaries with clients while building trust and respect
- Ability to exercise appropriate authority when needed and good judgment in crisis situations
- High level of flexibility

**Education and Qualifications**

- Bachelors' degree (masters preferred) in social work, sociology, psychology, child development or related field from an accredited institution
- 2+ years related work experience
- Case management experience and/or experience working with at-risk youth
- Previous supervisory experience preferred
- Knowledge of trauma-informed care, adolescent development, crisis intervention, and conflict resolution
- Understanding of issues affecting homeless youth
- Valid driver's license, proof of insurance, good driving history, and reliable transportation – frequent travel within Rock County is expected
- Willingness to work flexible hours, including occasional evening and weekend hours

*Project 16:49 is an equal opportunity employer. All qualified applicants will receive consideration without regard to age, ancestry, citizenship, color, gender, gender identity or expression, marital status, medical condition, military service or Veteran's status, national or ethnic origin, physical or mental disability, pregnancy, race, religion, or sexual orientation.*