

## Job Description

**Title:** YYA Case Manager [Hampshire County focus]

**Supervisor:** YYA Programs Coordinator

**Department:** Youth Young Adult Programs (YYA)

**Status:** Full-time, 37.5 hours per week

### Job Summary:

DIAL/SELF is committed to creating a culture of diversity, equity and inclusion, and the work of this position requires that applicants be able and willing to embrace this commitment. The YYA Case Manager is responsible for providing a variety of services to street, homeless, and other at-risk youth, and families, including, but not limited to: Resource & Referral services, crisis intervention, outreach, case coordination, Resource Drop-In Center services, and advocacy. This position will be focused primarily on Hampshire County.

### COVID-19 considerations:

All staff are required to wear masks on site, and during in-person interactions. There is an expectation of on-site work in Northampton and the surrounding area for the majority of paid time, with a limited amount of remote work possible.

### Qualifications:

- Applicants with lived experience (navigating homelessness and housing instability) strongly preferred
- Applicants with Spanish fluency strongly preferred
- Must have experience supporting youth and/or young adults (under 25 years old)
- Ability to manage stressful situations, prioritize, problem-solve effectively, and maintain professional boundaries
- Effective communication and interpersonal skills for interacting with participants, other providers, staff and community members
- Basic competency with smartphones, tablets, email and web-based data entry systems
- Ability to provide coverage as part of a 24 hour internal on-call hotline team at least one week and weekend per month
- Ability to walk up and down 3 flights of stairs, ability to work from home with internet access if needed
- Must have a valid driver's license, reliable transportation, and have safe driving record
- CORI, SORI, DCF, FBI and driving record checks required as part of hiring process

### Duties and Responsibilities:

- Complete initial two-week orientation and case management position training
- Establish positive, youth-focused relationships and maintain professional, supportive boundaries with youth
- Advocate for participants in obtaining necessary services
- Respond to emergency and crisis situations promptly, as needed
- Reach out to youth on the street, in schools, at resource drop-in centers and in other settings during days and times that coincide with youth activity patterns.
- Work with participants to identify goals and develop case plans and facilitate participants' work towards achieving the goals identified in the case plans.
- As appropriate, conduct independent living skills assessments with program youth to determine their needs and make appropriate referrals.

- Provide participants with transportation as appropriate.
- Advocate for program youth in obtaining necessary services.
- Provide YYA with information for relevant housing programs and help coordinate the application process.
- Work in a coordinated manner with the program team staff, AmeriCorps members, interns and volunteers.
- Complete all required paperwork, data entry, and maintenance of youth files
- Participate in regular staff meetings, clinical trainings, and individual supervision.
- Participate in service networks and establish/nurture additional community connections/relationships as directed
- Participate monthly in a DIAL/SELF 24 hour internal on-call hotline team (additional stipend of \$27/day provided)
- Attend professional training seminars as deemed appropriate.
- Support agency peers as needed with tasks as part of team approach to support the needs of agency programs

**Compensation:**

- 18.75/Hour (+0.50/hour Spanish Fluency, +0.50/hour relevant Lived Experience experiencing homelessness as a YYA)
- Health New England, Delta Dental (70% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 21 Days of Paid Time Off per fiscal year at starting
- 30 minutes paid self-care time per day
- 403(b) retirement plan with immediate vesting

Ver. 03-01-2023