



POSITION TITLE: Drop-In Center Case Manager

PRIMARY SUPERVISOR: Program Manager

DEPARTMENT: Drop-In Center

SUPERVISES: N/A

STATUS: Non-Exempt

SALARY RANGE: Beginning compensation will be commensurate with education and experience and based on appropriate industry standards.

POSITION DESCRIPTION: The case manager position will provide myriad of culturally competent and trauma-informed support services to engage homeless youth ages 14-25 from the streets or community referrals coming into our Drop-In Center. The Drop-In Center case manager is responsible for minimizing the psychological, physical, and social barriers that may deter transitional age youth (TAY) and lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) youth from seeking and accepting needed services and resources. The Case Manager must have the ability to connect with youth experiencing mental illness, substance addiction, life and social skills deficits, or who may be difficult to engage. Case Manager will provide resources, and coordinate linkage to resources; will assist in enriching and promoting Life Skills, access to available Benefits, screenings and referrals to medical/mental health care, and Housing. The position will create and work on client files and data entry in order to meet program compliance.

REQUIREMENTS & QUALIFICATIONS:

- Master's Degree Preferred
- B.A./B.S. in child development, social science or related field required
- Minimum 2 year's relevant experience
- Experience with case management or service coordination
- Experience in crisis and mental health support preferred
- Bilingual (Spanish/English) - Highly Preferred
- Valid California Driver's License
- CPR & First Aid Certified
- Knowledge and experience with TAY, shelters and shelter populations, homeless populations, substance abuse, and/or LGBTQ youth
- Knowledge and experience with harm reduction and trauma-informed services
- Ability to quickly build rapport with a diverse group of youth
- Experience with outreach to at-risk, vulnerable, and hidden populations
- Experience with youth in the child welfare system a plus
- Knowledge and ability to connect clients to appropriate community resources & housing
- Experience with Department of Mental Health (DMH) documentation a plus

DUTIES & RESPONSIBILITIES:

All of the responsibilities listed below are considered essential functions of this position. Additionally, this position is expected to ensure that the core operating values and the strategic direction of the agency are adhered to.

1. Assure the safety and well-being of the youth within the Drop-In Center and maintain a nurturing and supportive environment
2. Complete case management needs, and take necessary steps to address health, educational, religious, recreational, social, emotional, and psychological needs to receptive TAY; initiate referrals, provide direct linkage and advocacy to community resources, and conduct follow up
3. Demonstrates competence to support clients in identifying personal goals for recovery and wellness, and ways to reach those goals
4. Develop and maintain resource library and related communications
5. Assess for needs and assist with securing adequate living arrangements, vocational activities, educational, medical, social, supportive, and mental health services for clients
6. Assist clients in linking with other service agencies; build relationships with community-based organizations and government agencies to promote collaboration, and identify resources for TAY
7. Provide services that are convenient and accessible for clients including field visits
8. Assist with insurance eligibility checks, follow up, and ensure linkage to applicable services
9. Knowledge of trauma-informed care
10. Knowledge of mandated reporting responsibilities
11. Knowledge and execution of Youth Coordinated Entry System
12. Must have good communication and interpersonal skills
13. Work collaboratively and communicate effectively in a multi-disciplinary team
14. Provides crisis intervention; assists clients in problem-solving life situations
15. Assist with facilitation of Drop-In Center orientation, the program's employment readiness, school enrollment, and social/life skills workshops
16. Good writing skills and organizational abilities
17. Ability to uphold professional standards as a representative of the organization and manages case records within agency and contract affiliate's electronic health record system following legal, procedural, and confidentiality requirements
18. Attend staff meetings, agency wide meetings, trainings, and other meetings as assigned
19. Assist as needed with administrative and operations tasks related to the Drop-In Center's day-to-day operations such as: food service, transportation, teaching laundry skills, assisting with center opening and closing procedures, monitoring TAY within the milieu for safety
20. Conduct all functions in accordance with The Village Family Services guidelines, policies, procedures and ethical standards

Confidentiality and Privacy

Adheres to all legal parameters for ensuring and maintaining clients' confidentiality including HIPAA, and state and federal laws.

To perform the job successfully, an individual must demonstrate the following:

Motivational skills	Teamwork	Initiative	Ability to function under pressure/in crisis situations
Technical skills (Word, Excel, Outlook)	Interpersonal skills	Excellent oral and written communication	Organized
Detail oriented	Professional demeanor	Strong ethics	Problem solving & analytical ability
Must be adaptable	Excellent attendance and punctual	Dependable	Good judgment

The statements contained herein describe the scope of the responsibility and essential functions of this position but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas.

The Village Family Services (The Village/TVFS) is an internationally accredited, leading bilingual family wellness organization that provides culturally sensitive, trauma-informed mental health, homeless and foster care services to thousands of Los Angeles County's most vulnerable and underserved children, youth, and their families. We specialize in helping LGBTQ and transition age youth who are in crisis and are recognized for our community response for ending youth homelessness.

To apply, please email resume along with cover letter to hr@thevillagefs.org with subject line DIC Case Manager.