

### **Job Description: Case Manager**

Reports to: Program Director

Able to work: Monday-Friday, 8 hours shifts and be part of the on-call system

Hourly Pay Rate: \$17.00-21.00

Casa Q's mission is to provide safe living options and services for lesbian, gay, bisexual, transgender, queer, and questioning (LGBTQ+) youth, as well as allies, who are at risk of or experiencing homelessness ages 14-22 years old. Unlike emergency shelter programs, Casa Q provides residential and transitional living services in a home-like environment, complemented with comprehensive and individual case management. Casa Q's services are vital in addressing the disproportionate homelessness populations of LGBTQ+ young people.

#### **PRIMARY RESPONSIBILITY:**

The primary role of the Case Manager is to provide comprehensive strengths-based case management services to homeless LGBTQ+ youth 14-17 years living at Casa Q. Implement an outreach model and process which includes the following tasks: providing intake and assessment of need, transportation, immediate problem solving, referral, and general education on LGBTQ+ youth services. Co-facilitate prevention, networking, and educational sessions for community resources to provide education to the community and promote awareness of the issues affecting LGBTQ+ homeless and runaway youth.

#### **ESSENTIAL JOB FUNCTIONS:**

- Case Management of 6-10 clients at any given time.
- Is responsible for the comprehensive evaluation of bio-psychosocial, emotional, educational, vocational, and functional needs of Casa Q youth.
- Develop individualized service plans in coordination with Casa Q Services, a continuum of care as well as leverage relevant community resources as needed; The Case Manager must participate in collaborative service planning and have an understanding of the stages of change and development.
- Implement aftercare services providing continuing care for clients and their families.
- Provides crisis prevention, intervention, and safety planning services, along with stress management and life skills development including assisting young people in applying for and obtaining benefits and housing.
- Is responsible for intake and assessment; direct service linkage and referral; case planning and contracting; case coordination and advocacy; and follow-up and aftercare.

- Assist youth in finding and completing financial aid, scholarships, and grants for post-secondary education.
- Works closely with community behavioral health providers and internal personal service teams to ensure coordinated and effective services.
- Provides an intensive array of services and supports, including housing and basic needs assistance, physical health care, benefits assistance, enrollment in Hire Up, and referral to integrated mental health services.
- Adheres to laws regarding confidentiality and reporting requirements and maintains necessary compliance documentation.
- Provides case management, mental health services, independent life skills development, and housing services to LGBTQ+ youth 14-17 years of age in New Mexico.
- Develops and maintains good relationships with LGBTQ+ clients.
- Participate with the agency's "on-call" system.

#### OTHER DUTIES AND RESPONSIBILITIES:

- Develops and maintains volunteer program to include recruitment and processing of volunteers, managing volunteers, and tracking and reporting volunteer hours
- Provides coverage for program/site staff and performs duties in the milieu which may include desk coverage, cooking, and cleaning.
- Provides transportation and accompaniment to client appointments in the community.
- Participates in organizational meetings monthly all-staff, client review, etc)
- Provides services when and where clients need them; evenings and weekends will be required when program needs dictate.
- Responsible for supporting program services within the milieu. For example, crisis intervention or helping to maintain the safety of the program.
- Other duties as assigned.

#### PHYSICAL and LANGUAGE REQUIREMENTS:

- Passion for Casa Q's mission and vision.
- Exceptional organizational skills with reliability and consistency in work performance.
- Flexibility with a team player mentality.
- Ability to work with minimal to moderate supervision.
- Good judgment with a proactive approach to problem-solving.
- Ability to maintain a professional demeanor with great interpersonal and communication skills.
- Capability to learn quickly.
- A thorough understanding of confidentiality and discretion and a working knowledge of HIPAA.
- Strong organizational and communication skills.
- Ability to teach and model life skills

- Proficiency in Microsoft Office and other web-based software solutions.
- Valid driver's license with clear DMV record.
- Requires ability to lift, transfer, push/pull, maneuver, and reposition 25 lbs.
- Ability to reach, bend and walk.
- Ability to comprehend complex materials.
- Ability to speak and write English clearly and accurately.
- Bi-lingual/Spanish preferred

EDUCATION:

- Bachelor's Degree or 2-3 years of experience working with LGBTQ+ youth in a shelter and/or transitional/supportive housing program.

EXPERIENCE :

- Experience working with strength-based, restorative justice, trauma-informed care practices, and client-centered models.
- Working knowledge of issues facing homeless and at-risk LGBTQ+ youth.