



JOB DESCRIPTION

POSITION TITLE:	Case Manager
FLSA JOB STATUS:	Exempt, Full time
REPORTS TO:	Program Director
SUPERVISES:	NONE

POSITION SUMMARY:

The Case Manager (CM) is the lead programmatic staff responsible for the effective delivery of case management services and wellness programming. This position involves working closely with trainees to assess their needs, develop care plans to meet those needs, and connect them with appropriate resources and services. By fostering a supportive and understanding relationship, the CM helps empower young people to overcome obstacles and achieve their goals, whether they pertain to education, employment, health, or personal development. Through consistent monitoring and adjustment of care plans as necessary, the CM ensures that each trainee receives the tailored support they need to navigate the complexities of adolescence and young adulthood. This team member is responsible for driving referrals to and from community partners. Consistent and accurate modeling of Liberty Kitchen's values is essential to achieving our vision of creating a community where every young person has a chance to succeed.

ESSENTIAL FUNCTIONS:

Case Management Services

- Conduct intake; complete health and wellness assessments; develop individualized care plans; and provide ongoing case monitoring of participants in each new cohort.
- Partner with trainee to coordinate his/her plan and eliminate social, emotional and/or physical barriers that often creates trauma that hinders a trainee's aspirations and work options.
- Make and track referrals to ensure trainees have access to quality community resources (i.e., housing, healthcare-including behavioral health, childcare, SNAP, CCAP benefits, Medicaid, etc.).
- Accompany trainees to referral appointments and provide end-to-end support as needed.
- Ensure through monitoring and evaluation that all services being delivered to trainees are working together for the trainee's benefit and that appropriate communication is taking place between service providers, trainees, and program staff, as appropriate.
- Provide individual and group supportive counseling to address trainees' needs; utilizing behavioral health screenings, where appropriate, to better assess and treat behavioral health issues.
- Manage crisis interventions in situations of abuse, neglect, or other emergencies; coordinating with appropriate agencies to ensure the safety and well-being of trainees.
- Support program staff with coaching conversations for trainees and alumni throughout the program and help ensure a safe and welcoming workplace.
- Provide support and liaison services, as needed, to trainees involved in the child welfare and justice systems.
- Develop and maintain case records, plans, and reports; ensure documentation is entered timely in the electronic data systems and files are up to date at all times.

- Responds timely to electronic communications and phone calls from trainees, parents (if applicable), service providers, and partner agencies.

Outreach & Recruitment

- Support Program Coordinator (PC) in overseeing youth recruitment activities.
- Support community outreach activities to increase the community's awareness of Liberty's Kitchen programs and offerings.
- Participate in outreach and recruitment efforts by attending career and health fairs and other community events.
- Assist with and support job fairs, student dinners, orientation for schools, workshops and other events as assigned.
- Document and track recruitment activities on perspective recruits by completing appropriate touch points in Pre-Service via Liberty's Kitchen (LK) electronic data system.
- Develop a knowledge base on community resources to assist trainees and alumni in achieving their vocational and employment goals.

Community Engagement to Address SDoH

- Identify and develop trust-based relationships with community organizations which focus on addressing the social determinants of health (SDoH) of trainees (i.e., housing, financial literacy, familial responsibilities, etc.).
- Work with community partners to strengthen relationships and coordinate services.
- Maintain relationships with referral partners and collaborators through attending community meetings and other communication channels.
- Develop and maintain an electronic community resource guide. (Send DL template)

Instruction & Teaching

- Facilitate and support the teaching of transferable skills curriculum.
Lead workshops and group sessions on topics such as life skills, conflict resolution, and healthy relationships to foster personal growth and community engagement.

Program Evaluation

- Support program evaluation efforts and processes by encouraging and managing a culture of regular data collection and analysis.
- Pull reports regularly to monitor program goals and documentation compliance.
- Attend regular meetings with staff to review trainee progress and discuss appropriate training and/or intervention plans.
- Utilize data reports to ensure data integrity and data driven decisions on trainees' behalf.
- Monitor and analyze outcomes and deliverables to improve program delivery and effectiveness.

Other Responsibilities

- Occasional participation in after hour events and functions to promote the organization and/or supervise youth as they work events for the organization.
- Participate in regular staff meetings, staff training programs, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships.
- Work efficiently and complete required tasks within assigned timeframe.
- Adhere to agency policy and procedures and perform any other related duties as assigned.
- Other duties as required.

REQUIREMENTS:

- Master's degree in social work or counseling, with valid credential by licensing board.

- Minimum of three years of case management and counseling experience in a social service setting.
- Experience/knowledge of delivering care in a manner consistent with strength-based, family centered, and culturally competent values.
- Exceptional communication/interpersonal skills. Comprehensive knowledge of community resources.

PREFERRED SKILLS:

- Experience working with adolescence/young adults and/or opportunity youth populations.
- Experience providing public program presentations.
- Two or more years' experience facilitating workshops and training for diverse audiences
- Ability to work independently with strong sense of focus, task-oriented, nonjudgmental, and clear sense of boundaries.
- Able to manage multiple projects and work streams simultaneously, communicating clearly and efficiently with team members across an organization.
- A strong sense of and respect for confidentiality involving both clients and fellow employees.
- Proficient in data collection/data entry, must have exceptional computer skills with experience in using Microsoft Office and other computer applications.
- Able to learn and use technological tools such as Asana, Salesforce, Airtable, Efforts to Outcomes
- Able to thrive in a dynamic, fast-paced work environment, strong prioritization and time management
- Enthusiastic in improving and expanding the systems of care our young people are able to access in support of their success
- Possesses or have access to an insured, functioning automobile.

SCHEDULE:

- 40-hour work week, generally from 8:00am until 4:00pm, Monday through Friday with some exceptions for special events on nights and weekends

TRAVEL

- Must be able and willing to travel to carry out work responsibilities (i.e., community organizations, partner meetings, career and health fairs, community events, etc.).

WORKING CONDITIONS

- Primarily works in an office setting, but also may be in restaurant kitchen environment with possibility of exposure to hazardous situations and conditions that produce cuts or minor burns, and can be exposed to hot and cold temperatures, such as working near ovens or freezers.

General Comments: This description is intended to describe the essential job functions and their requirements. It is not an exhaustive list of all duties, responsibilities, and/or requirements of the position. Other functions may be assigned, and management retains the right to add to or revise this job description at any time, with or without prior notice. Employment is at-will and this job description does not imply an employment contract.