

**West End Neighborhood House, Inc.**  
**Job Description**

**Title: Case Manager**

**Program: Life Lines**

**Population: 16-21 year old current/former foster care youth**

**Reports To: Program Director of Life Lines**

**Hours of Operation:** Monday-Wednesday: 10a.m.-6p.m. Thursday and Friday: 2p.m.-11p.m

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Advocates for clients
- Conducts client life skill assessments.
- Negotiates contract and service plan agreements with the clients, and conducts case plan reviews every 3 months.
- Teaches youth life skills such as cooking, cleaning, job searching, utilizing transportation services, and other Life Skills based learning with a hands on approach.
- Provides supportive intervention and on-going contact with the participants.
- Makes appropriate referrals for housing, counseling, job training, and other services that a youth may need.
- Collaborates with agencies, volunteers, foster parents and other service providers in the community to build working relationships and establish linkages.
- Transports clients to job fairs, college campuses, conferences, and other life skill activities as needed.
- Maintains reporting standards of program, including follow-up tracking, and keeps well-documented records.

**Education and/or Experience**

1. Bachelor's degree in social work/human services related field, or relevant college courses w/ experience. Must provide college transcript and course syllabi or writing sample if requested.
2. Relevant work experience with children and youth, preferably teenagers and young adults, in a social service setting.

**Qualifications**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

1. Knowledge, Skills and Abilities:
  - a. Ability to work with individuals from diverse backgrounds.
  - b. Ability to maintain client confidentiality.
  - c. Ability to be genuine, warm, and empathic with client population to build trusting relationships.
  - d. Ability to serve as a positive role model while interacting with clients.
  - e. Ability to work both independently and as part of a team.
  - f. Skill in engaging and working with groups, community leaders, and other service providers in a professional and ethical manner.
  - g. Skills in helping others sustain effort over time and provide positive reinforcement.
  - h. Skills in public speaking.
  - i. Knowledge of adolescent development and life skills needed for young people to become or be successful.
  - j. Knowledge of various psychological issues that may affect our client population such as separation & loss, abandonment, attachment problems, trauma, depression.
  - k. Willingness to work flexible hours to meet program objectives.
  - l. Skill in organization of various duties and time.
  - m. Excellent written and oral communication skills.
2. Must not have a criminal background which would cause question of ability to give constructive guidance to young people.
3. Must possess a current, valid Delaware driver's license.