



# L I F E L I N E S

## Job Description

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**Job Title:** Housing Case Management Specialist

**Program:** Life Lines

**Reports to:** Housing & Mental Health Manager

**Hours of Operation:** Monday – Friday; 10am-6pm

Some nights and weekends are required to support the efforts of the youth in the housing program. The potential for calls and the need to be present may occur occasionally and requires the youth to have access to the Housing Case Manager 24/7 by way of on call.

### Essential Duties and Responsibilities:

- Provide case management services to youth that live in the Life Lines Housing Program
  - Services include but are not limited to
    - Educational support
    - Medical/Mental Health/Substance Abuse support
    - Ensures all youth are up to date on case plans, monthly surveys and other reporting requirements
    - Connect youth to appropriate supports
    - Act as a liaison for youth
    - Provide Active Daily Living (ADL) support and training
    - Assist the youth with budget management
- Manage a caseload of no more than 35 youth
- Must be able to work in a team environment
- Deliver services to clients appropriately, ethically, and timely
- Teaches youth life skills with hands on approach
- Makes appropriate referrals for counseling, job training, and other services as the need is identified
- Collaborates with agencies and other service providers in the community to build working relationships and establish linkages
- Develops and implements individualized case plans and goals with youth and other members of the youths service team
- Conducts Life Skills assessments as needed and upon reassessment
- Develops and implements individualized case plans and goals with the participant
- Transports clients to job fairs, college campuses, conferences, and other life skill activities when needed
- Monitors participant's compliance with program rules and make adjustments as needed to aide in clients success
- Maintains reporting standards of program, keeps well-documented records, and ensures that **all** necessary paperwork is organized in files
- Ensure client files are managed and produced in a way that meet internal program standards and contractual requirements
  - Includes all electronic files and reporting

- FOCUS, HMIS and other data/information reporting tools
- Tracks youth progress regarding employment, education, mental health needs, healthcare needs, workshops attended, financial situation, and participation on a regular basis
- Provide crisis intervention, behavioral health interventions and support services to youth during their time in the housing program
- Light house maintenance and cleaning may be required
- Other duties as assigned

### **Education and/or Experience**

1. Bachelor's degree in Social Work or related Human Service field
  - a. Must provide college transcript and course syllabi
  - b. A writing sample may be requested
2. Minimum of three (3) years relevant work experience with teenagers and young adults in a social service setting
3. Clinical or therapeutic background is a plus
4. Experience in a residential setting is a plus
5. Case management experience of at least 2 years
6. Thorough understanding of the stages of human development, trauma informed care and mental health

### **Qualifications**

The qualifications and requirements listed below are representative of the knowledge, skills, and/or abilities required at an *advanced or superior level of performance*.

1. Knowledge, Skills and Abilities
  - a. Ability to work with individuals from diverse backgrounds,
  - b. Ability to maintain client confidentiality,
  - c. Ability to maintain composure under high pressure and/or intense situations,
  - d. Ability to be genuine, warm, and empathic with client population to build trusting relationships,
  - e. Skill in engaging and working with groups, community leaders, and other service providers,
  - f. Skill in helping others sustain effort over time and provide positive reinforcement,
  - g. Skills in intervening in a crises and resolving conflict among or between clients,
  - h. Knowledge of life span development and life skills needed for young adults to become self-sufficient,
  - i. Knowledge of various mental health diagnosis that may affect our client population such as separation & loss, abandonment, attachment disorders, trauma, depression and anxiety,
  - j. Knowledge of community resources accessible by our clients,
  - k. Willingness to work flexible hours,
  - l. Organizational skills, and
  - m. Written and oral communication skills.
2. Must not have a criminal background which would cause question of ability to give constructive guidance to young adults.
3. Must possess a current Delaware driver's license and reliable transportation.
4. Understands the position may require some physical abilities.
  - a. Must be able to lift at least 50lbs.
  - b. Cleaning, moving, and or other duties may be necessary to support the youth through transition.