

Agency Information

Location: Whatcom County

Reports to: Housing Programs Case Manager

Hours: 40 hours/week

Company Mission:

Northwest Youth Services collaborates with at-risk, runaway and homeless youth to foster self-reliance.

Job Mission

The Housing Case Manager position contributes to NWYS's success by engaging in the Whatcom County community to promote access to services youth needs in order to become self-sufficient.

This position contributes to NWYS's success by keeping updated files, interacting with youth using a Positive Youth Development Approach, and empowering youth to reach their goals.

The person who fills this position has a strong working knowledge of how social service systems operate and possess the empathy required to understand and relate to individuals who work within this field and the young people who interact with it.

Key Responsibilities

Leadership:

- Offer vision, creativity, and enthusiasm to employees and community members to generate the positive thinking of and best practices for young people;
- Maintains meaningful involvement with consumers, advocates, and community partners;
- Participates in creating and maintaining a workplace that values diversity and is free of racism, sexism, heterosexism, and other discriminatory practices;
- Maintain and improve on a collaborative and cohesive team of professionals committed to the mission delivery; and,
- Continue to foster and improve an organizational culture that builds on our core value of youth engagement and partnership while assisting in meeting their basic needs.

Youth Programs:

- Develop strategies for sustaining and growing effective programs;
- Build high-quality relationships with youth participants to understand the personal experiences of children and youth impacted by homelessness;
- Provide strategic direction relating to ongoing program development, quality improvement, and evaluation efforts;
- Implement core principles and evidence based practices including, but not limited to: Positive Youth Development, Trauma Informed Care, Right Response, Youth Mental Health First Aid;
- Carry a case load of 14-16 homeless youth and/or 15-20 hours of face-to-face time every week which includes males, females, and parents.
- Administer a standardized housing intake;
- Complete developmentally appropriate assessment activities with youth as determined by program and youth's needs;
- Develop a housing plan with each youth and coordinate with appropriate programs depending on housing placement;

- Provide housing search support to youth with locating appropriate housing rentals;
- Provide housing case management and direct client services to all youth who request services through NWYS;
- Provide 1:1 CM activities to assist youth in meeting service goals, by meeting with youth on an as needed basis, which could include home visits, apartment checks and supervision as needed;
- Participate in Homeless Management Information System (HMIS) data collection activities;
- Collaborate and coordinate educational, vocational, employment, and career development and exploration activities. This could include making appropriate referrals to the Vocational Advocate;
- Provide independent living and life skills training to youth and documentation of these events;
- Engage and connect youth with appropriate mental health and/or chemical dependency supports;
- Provide opportunities and encourage youth to participate in youth development activities;
- Provide follow-up and aftercare services as needed;
- 2-5 housing placements a month (may not happen every month as circumstances are taken into consideration);
- Assist with move-ins, move-outs, and housing transitions for the youth and programs;
- Provide housing case management and direct client services to youth receiving housing assistance from WCHSC, Bellingham Housing Authority, and funding sources through NWYS;
- Provide accurate, complete, and timely data, and reports to Program Manager as needed;
- Record data for program outcomes;
- Ensure client files are complete, accurate and up-to-date;
- Ensure client confidentiality according to NWYS policies and procedures;
- Keep the Program Manager informed of issues and concerns related to clients;
- Participate in program evaluation efforts;
- Knowledge of program policies and procedures;
- Complete minimum of 20 hours of professional training and developing each year;
- Attend appropriate community meetings, and all other activities identified as necessary to meet the outcomes identified in the housing programs;
- Complete files as indicated by the file content checklist;
- Other duties as assigned.

Qualifications

Minimum Qualifications:

- A passion for Northwest Youth Services mission to collaborate with youth to foster self-reliance, a belief in the capacity for a young person to change;
- Bachelor's degree in Social Work or related field;
- A minimum of one years' experience working with young people and cultivating a workplace culture informed by the theories of Positive Youth Development and youth and adult partnership;
- Must be 21 years of age or older;
- Ability to be sensitive and responsive to diversity;
- Conviction about the capacity of people to grow and change;
- Ability to work independently and in partnership with team members;
- Must be honest;
- Ability to set limits and boundaries that maintain the helping role of a practitioner and assist others with setting healthy boundaries;
- Ability to communicate effectively with youth, co-workers, volunteers, and supervisor; and
- Seeks to improve knowledge, skills, and abilities in related service areas.
- Proof of Washington State Driver's License, driving record, and auto insurance;
- CPR/First Aid/ blood borne pathogens certifications required;
- Must have a negative TB test;
- Full understanding of the CPS reporting requirements; and
- Must pass background checks.

Preferred Qualifications:

- Master's degree in Social Work or related field;

- A minimum of three years' working with young people;
- Three to five years' experience working with homeless or vulnerable populations;
- One years' experience working within community systems, referring, case management;
- One years' experience working in the housing field;
- Proven ability to maintain high productivity while functioning in a flexible environment;
- Proven ability to apply crisis intervention and de-escalation skills;
- Bilingual;
- Proven ability to apply theories of the Motivational Interviewing, Harm Reduction, and Trauma Informed approaches.

Signatures

Employee Signature

Date

Supervisor Signature

Date