

Youth Programs Case Manager Job Description

Position Title: Youth Programs Case Manager
Program/Department: Youth Programs
Immediate Supervisor: Director of Youth Programs
Work Hours: Full-time (40 hours per week)
Benefits: Health/Dental/Vision/Retirement

JOB DESCRIPTION:

Duties may include, but are not limited to the following:

Responsibilities:

- Must promote a positive/professional attitude to all Volunteer for Youth Justice employees, volunteers, and business partners.
- Must be consistent in checking and answering the VYJ assigned email account.
- Responsible for working alongside Youth Programs staff, CPSB personnel, and community stakeholders to ensure the plan to prevent school violence, promote mental health and wellness, and provide trauma responsive measures is being implemented effectively.
- Participate in continuing education, including strategies to develop and enhance best practices for social-emotional learning, child well-being, and conflict resolution.
- Create and compile program data for grant and community partner reporting.

Duties:

- Serves as an intake officer for new Conflict Resolution referrals.
- Makes phone calls to referrals that have not shown for the Conflict Resolution class in an effort to increase attendance.
- Responds to Juvenile District Attorney inquiries regarding Conflict Resolution attendance.
- Provides case management for the Juvenile District Attorney referrals for Conflict Resolution Diversion.
- Receives referrals from Youth Programs staff and makes contact with family to coordinate appropriate services.
- Makes appropriate referrals to community resources.
- Tracks and monitors services being provided to the family.
- Communicates regularly with referral agencies to ensure effectiveness and participation by the client/family.

- Maintains accurate and secure client records.
- Contacts family at a minimum of once per month to discuss services.
- Acts as a liaison between parents and school officials.
- Documents all activities into a centralized database.
- Responsible for collecting data and reporting to Youth Programs Director.
- Provides reports from service providers and shares information with Youth Programs Director.
- Maintain an up-to-date list of community resources that will benefit families.
- Assist with all Youth Programs community awareness events, special events, and fundraisers.
- Any other duties deemed necessary for the successful operation of the program.

QUALIFICATIONS:

- A Bachelor's or Master's degree in social service-related field or equivalent combination of education and experience in child related behavioral issues.
- Must be proficient in Microsoft Office.
- Possess excellent written and verbal communication skills.