

VYJ HARBOR CASE MANAGER JOB DESCRIPTION

Position Title: VYJ Harbor Case Manager

Program/Department: Harbor

Immediate Supervisor: Harbor Director of Operations

Work Schedule: Full time 8:30am – 4:30pm Monday through Friday

Benefits: Employee Health/Dental/Vision insurance and retirement plan

DESCRIPTION: The Harbor Case Manager plays a critical role in promoting a supportive and professional environment within Volunteer for Youth Justice. This position is responsible for short-term case management, facilitating access to community resources, and maintaining clear and accurate documentation. The Case Manager works closely with families, internal staff, community partners, and referral sources to ensure timely and appropriate support services are provided.

JOB RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

- Must promote a positive/professional attitude to all Volunteer for Youth Justice employees, volunteers, business partners and clients
- Build collaborative relationships with families using a strength-based, family-centered approach.
- Conduct initial intakes and ongoing assessments in collaboration with the Department of Children and Family Services (DCFS) and Juvenile Probation. Accurately gather, track, and report data using Harbor's internal systems.
- Evaluate individual and family needs, assess underlying issues, and support problem-solving efforts to improve access to services.
- Collaborate with external agencies to coordinate referrals and ensure clients are connected to appropriate support services. Maintain comprehensive and up-to-date client records and case notes in the designated database.
- Document all Harbor service activities into a centralized database.
- Oversee operations of the Calming Studio, including scheduling reservations, preparing the space for use, being available during visits for support, and ensuring proper sanitization post-visit.
- Manage referrals from Caddo Parish Schools and the District Attorney's Office. Coordinate scheduling for the vaping class and communicate with the partnering agency to ensure all payments and sign-in sheets are received, along with sending certificate of completion to the appropriate agency.
- Assist walk-in clients by assessing needs and making appropriate service referrals.

- Serve as the primary point of contact for the Food Bank at Harbor; assist families with completing paperwork and distributing food.
- Meet with team members regularly to staff cases that may need more support or resources.
- Setting up meetings and events as needed.
- Point of contact for Harbor tenants when the Director of Harbor Operations is unavailable.

Qualifications:

- Associate degree in social service-related field or equivalent combination of education and experience in child trauma and related behavioral issues.
- Strong communication and organizational skills.
- Proficient in maintaining case notes and using data entry systems.
- Demonstrates understanding of protective factors that promote child well-being, individual and community level trauma and its impact, best practices in preventing child abuse and neglect, and disparities and disproportionalities in public systems.
- Must be proficient in Microsoft Office
- Possess excellent written and verbal communication skills
- Must be knowledgeable about Adverse Childhood Experiences (ACES)
- Must complete the 24-hour TBRI® Caregiver training upon hire