



## **Case Manager Job Description**

### **Organization Summary:**

Open Doors for Youth is a small vibrant nonprofit in rural Central Minnesota that serves youth ages 16-24 who are experiencing homelessness or housing instability. We operate a drop-in center in Elk River, MN, and provide outreach to area high schools and surrounding communities. We are staffed by an executive director, two case managers, an administrative assistant, and a contracted mental health therapist. We place a high value on authenticity, connection, and belonging across the organization. Open Doors for Youth serves approximately 85 individual youth per year.

### **Mission**

To create a welcoming and safe environment for youth experiencing homelessness, where working together we remove barriers, empowering youth to move towards positive and healthy networks of support, personal well-being, and housing stability.

### **Job Summary:**

The case manager plays a critical role as the first touchpoint for youth seeking assistance from Open Doors. The case manager establishes trust, supports youth as they identify needs and establish goals, and connects them to community service providers. The case manager works in partnership with other staff, volunteers, and community service providers. In this role, the case manager will use principles that align with youth work, including trauma-responsiveness, strengths-based, youth-centered, and journey oriented approaches.

### **Key Skills/Experience Needed:**

- Acceptance of and respect for a diverse population, including BIPOC and LGBTQIAP+ youth.
- Knowledge of and experience using a trauma-responsive approach when working with youth, including de-escalation, co-regulation, and harm reduction.

- Ability to develop trusting, consistent, supportive relationships with youth while maintaining professional boundaries.
- Understanding that youth work is nuanced, and requires a flexible and non-judgmental approach.
- Willingness to engage authentically with team members.
- Maintain a high level of personal integrity and confidentiality.
- Ability to adapt quickly and be flexible in changing situations, ability to navigate stressful situations well.
- Excellent time management skills, organizational skills; self-motivated and detail oriented.
- Show leadership, thoroughness, and sound judgement when problem-solving and making decisions.

**Responsibilities:**

- Conduct youth intake and determine basic and crisis needs, as well as long term needs.
- Assist youth in identifying goals in the areas of education, employment, housing and well-being. Conduct regular follow up to assess progress on goals.
- Track youth outcomes and progress, maintain daily case notes, documentation, and data collection in the case management database.
- Coordinate care and advocate for youth with community service providers.
- Develop an effective working relationship with community service providers and school personnel. Possess working knowledge of basic programming and services offered.

**Qualifications:**

- BA/BS in social work, education, or related field, or 2-year degree in human services, or extensive experience in lieu of degree.
- Experience working with youth experiencing homelessness or housing instability, or experience working with youth who face other barriers or discrimination.

- Knowledge of county benefits and social services programs.
- Knowledge of addiction, mental health issues, domestic violence, and human trafficking.
- Proficiency with Microsoft Office, email, data management and general computer usage.
- Ability to work well independently as well as part of a team.
- Valid driver's license and insurance.

**Pay and Benefits:**

- Hours per week range from 24-40 hrs/wk. based on qualifications and experience
- The pay rate for case manager is \$24/hr - \$26/hr, based on qualifications/experience
- Benefits include: 12 days PTO, 9 paid holidays, annual wellness benefit, annual IRA contribution

**How to Apply: Mail or email cover letter and resume to:**

Open Doors for Youth  
Attn: Cindy Ley  
554 3<sup>rd</sup> St. NW Suite 201  
Elk River, MN 55330

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