



Case Manager Job Description

Organization Summary:

Open Doors for Youth is a drop-in center for youth ages 16-24 who are experiencing homelessness or housing instability. We provide immediate access to basic needs and offer case management as youth identify goals in the areas of education, employment, housing and well-being.

Vision

Open Doors for Youth strives to create communities in which youth experiencing homelessness find hope and feel supported and valued.

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.

Location: Elk River, MN

Category: Human Services and/or Youth Development

Job Type: part time (18-24 hours/week, exact hours to be determined), no evenings or weekends

Activity Area: case management, outreach

Salary: commensurate with experience

Job Summary: The case manager plays a critical role as the first touchpoint for youth experiencing homelessness or housing instability. In this role, the case manager will be expected to employ principles that align with youth work, including trauma-responsiveness, strengths-based, youth-centered, and journey oriented approaches.

The case manager will complete intake with youth who visit Open Doors for Youth, support youth as they identify needs and establish goals, and provide case management and make connections to community service providers. The case manager will work in partnership with other staff, volunteers, and community service providers.

Case Management and Implementation:

- Employ trauma-responsive knowledge when working with youth, including de-escalation, co-regulation, and harm reduction.
- Develop trusting, consistent, supportive relationships with youth while maintaining professional boundaries.
- Respect the dignity of all youth who visit Open Doors for Youth, respect their journey, and celebrate success towards self-identified goals.
- Maintain a high level of personal integrity and confidentiality.
- 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.
- Assist youth in identifying current permanent connections to individuals in their support network and lead them in exploring others who can serve as part of their network.
- Coordinate care and advocate for youth with community service providers.

Community and Outreach:

- Develop an effective working relationship with community service providers. Possess working knowledge of basic programming and services offered.
- Actively network with area school districts and service providers in Elk River and surrounding communities to keep them informed of services provided by Open Doors, and to provide assistance to youth in need.
- Research and explore additional avenues for outreach in rural MN.

Administrative Duties:

- Work in partnership with other staff, volunteers and occasionally board members
- Complete and maintain timely, accurate, and professional documentation for youth.
- Participate in staff meetings and trainings.

- Show leadership, thoroughness, and sound judgement when problem-solving and making decisions.

Experience:

- BA in social work, human services, psychology, or related field.
- Experience working with culturally diverse, marginalized youth. Experience working with and respect for communities of color and LGBTQ youth.
- Demonstrated ability to connect youth to community resources.
- Knowledge of county benefits and social services programs.
- Knowledge of addiction, mental health issues, domestic violence, and human trafficking.
- Understanding of and experience with trauma-responsive care, positive youth development, strengths-based approach, and harm reduction.
- Experience completing intakes, assessments, creating goal plans and tracking outcomes.
- Strong oral and written communication skills. Comfortable speaking to diverse groups of varying ages.
- Proficiency with Microsoft Office, email, data management and general computer usage.
- Ability to work well independently as well as part of a team.
- Excellent time management skills, organizational skills; self-motivated and detail oriented.
- Ability to adapt quickly and be flexible in changing situations.

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

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

cindyl.opendoors@gmail.com
www.opendoorsforyouth.org