



Case Manager Job Description

Organization Summary:

Open Doors for Youth is a small vibrant nonprofit in 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. Our reach spans many miles across communities surrounding Elk River. Open Doors for Youth serves approximately 85 individual youth per year.

We place a high value on authenticity, connection, and belonging across the organization.

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.

There is no typical day...

At the drop-in center, every day is different. As a case manager, your main role is to interact with and support youth who come into the center, and work alongside other staff and volunteers. Some days one or two youth might come in and other days six or eight youth might come in. You may also be asked to assist with other center activities, depending on the day and how many youth are in.

What you bring to the position: a strong commitment to the organization and the youth we serve, flexibility and adaptability to changing situations, and a willingness to jump in wherever needed.

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, 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.
- Excellent time management skills, organizational skills; self-motivated and detail oriented.

Responsibilities:

- Conduct youth intake and determine basic and crisis needs, as well as long-term needs.
- Case management will be conducted at the drop-in center and through outreach to area high schools and surrounding communities.
- 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 (social work, education, or related field preferred), 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.
- Proficiency with Microsoft Office, email, data management and general computer usage.
- Valid driver's license and insurance.

Pay and Benefits:

- Hours per week: 26-30 hours/week
- Payrate: \$22/hour - \$26/hour, based on qualifications/experience
- Benefits include PTO, 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 3rd St. NW Suite 201
 Elk River, MN 55330
cindyl@opendoorsforyouth.org
www.opendoorsforyouth.org