



## Job Description

### Job Details

**Title:** Youth Homelessness Resource Coordinator and Case Manager

**Job Category:** Non-Exempt

**Department:** Youth Development Programs

**Starting Pay Rate:** \$16.75

**Reports to:** Director of Youth Development

**Created Date:**

**Location:** Brattleboro & Bellows Falls

**Supervises:**

### How this position supports our company

**The Housing Coordinator/Case Manager plays a key role in Youth Services' mission to support youth and families to thrive in their communities by:**

- Being the departmental expert about local, state and federal housing projects and resources
- Being the point person for the department's HUD Youth Homelessness Demonstration Projects (YHDP)
- Providing case management to 12-14 transition-aged youth, that connects them to housing or retains existing housing using a strengths-based approach that is enthusiastically person-centered
- Tracking, updating and coordinating Coordinated Entry assessments as needed for all youth in Windham County
- Attending housing-related community meetings at the local and state level
- Relentlessly pursuing knowledge and systems-change to best serve youth experiencing homelessness and housing instability and marginalization

### Core Competencies

- The ability to build trust and rapport with young people--especially those who have faced trauma and marginalization
- Knowledge of adolescent and young adult development
- Able to easily build rapport with community partners
- Systems-thinking, excitement for connecting and anticipating variables within interconnected components of a larger system, and translating them to strategy
- Invigorated by understanding complex and interconnected information
- A core sense of justice that is centered around the belief that housing is a human right
- Ability to be self-reflective, understand own feelings, drives and assumptions in order to assure that service provision is free from biases and judgements

### Essential Functions and Responsibilities

***The Housing Coordinator/Case Manager will make a difference in our community by:***

#### **Service coordination**

- Liaising with other case managers, people receiving and seeking services, landlord and other service providers to assure that youth housed in Brattleboro programs are meeting their goals and to address challenges as they arise
- Advocating with housing providers/landlords for youth rights, especially as related to housing justice



**Providing Direct/Indirect Case Management and Service including:**

- Providing person-centered case management to 2-4 youth enrolled in the Brattleboro-based Rapid-Rehousing project
- Maintaining a caseload of 8-10 youth independently housed or housed through the YHDP programs
- Providing case management services related to transportation, crisis services, housing (emergency, transitional and permanent), school and employment support and advocacy, mentoring and emotional support, referrals for services such as substance abuse screening and assessment, therapy, primary care physician, dentist, legal aid etc.
- Targeting needs within the population, collaboratively setting goals and a plan of care for each client, and providing support and psycho-education as needed. This may include assistance with housing goals, employment, educational achievement, emotional support, parent guidance, anger management, pro-social sober activities, nutrition and health, etc. Ensuring clients have access to health care is a priority.
- Referring appropriate clients to, and working closely with, independent clinicians and health care providers with priority to those affiliated with Youth Services.
- Providing referrals to, and collaborating with, service providers from Vermont Adult Learning, Vocational Rehabilitation, Department of Corrections, Department of Children and Families, HCRS, Early Education Services, Department of Labor, Economic Services, local and alternative schools and school programs, and other agencies.
- Assisting with the facilitation of PREP in local schools.

**Being the go-to for the housing by**

- Knowing the eligibility, accessibility, access points and any other key requirements for local, state and applicable federal housing programs
- Utilizing housing knowledge, looking for key areas of growth or advocacy within the department, organization and district
- Attending all local meetings related to Youth Homelessness including coordinated entry (SDO & LDO), Housing Review Teams (SDO, LDO), Youth Homelessness Demonstration Project and state and local meetings
- Being the lead on coordinating and administering CE assessments for all youth who need them. Tracking, updating and closing CE assessments to assure that all youth are assessed, updated and exited in a timely fashion.

**Providing accurate and timely documentation including:**

- Tracking and reporting on the HOP and YHDP grants
- Completing timely and accurate documentation as required such as contact notes, aftercare plans and logs, monthly summaries, grant reports, data tracking, etc.
- Conducting ongoing case review and paperwork in accordance with requirements
- Keeping accurate and timely time logs for YHDP projects

***Demonstrating personal growth, respect for people receiving services and alignment with agency core values***

- Strictly adhering to YS policy on confidentiality
- Attending team, peer and individual supervision and community of practice meetings
- Attending all agency-wide and staff meetings
- Setting and meeting intentional professional development goals
- Planned participation in professional development events, trainings and other offerings



*Other duties as assigned*

**Physical Requirements**

**Education**

Bachelor's degree in social work or related field and/or an equivalent amount of training, education and/or lived experience

**Additional Requirements**

- Bachelor's degree in psychology or related field or an equivalent amount of education, training, work experience, and lived experience
- Experience working with at-risk youth and/or families in a volunteer, internship, or paid position
- Knowledge of trauma, adolescent development, and best practices in case management
- Have a very solid, bordering on expert, level of understanding of google suites
- This is a field position and frequent travel is required, including client transport. Reliable transportation and comprehensive insurance is required.

**Job Description Acknowledgement**

I have read and understand the functions and requirements of this position and am able to perform them. I understand that this is not to be considered as an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties for this position. I also understand that this is not a contract and employment remains at-will for both myself and my employer.

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Signature of employee

Date