



32 Walnut Street ■ PO Box 6008 ■ Brattleboro, VT 05302-6008  
802.257.0361 ■ [youthservicesinc.org](http://youthservicesinc.org) ■ A United Way Agency ■ *Transforming Lives, Inspiring Futures*

Are you ready for an amazing opportunity to join an innovative agency and make positive change in your community?

## **Position Title: Shelter Program Coordinator and Youth Case Manager**

### **Who is Youth Services?**

Youth Services has been a highly-respected part of the Windham County of Vermont community since 1972. Our mission: working together to build resilience and be a catalyst for change. Youth Services is a supportive, creative, dynamic workplace.

### ***How will I make a difference?***

The Shelter Program Coordinator and Youth Case Manager plays a key role in Youth Services' mission to support youth and families to thrive in their communities. This position is housed within the Youth Programs department and works closely with other youth and young adult case managers, clinical services, and community partners to provide collaborative, comprehensive services.

This role manages Youth Services' Transitional Living Program (TLP), providing shelter oversight and facilitating independent living programming for residents. The TLP shelters, based in Brattleboro and Bellows Falls, provide up to 18 months of transitional housing to youth as they build independent living skills. In addition to shelter oversight, this position provides short-term case management for 6-8 non-TLP youth ages 17-24 to: access basic needs resources, connect with community, increase well-being, engage with vocational opportunities, and grow resilience as they transition to independence.

### **Responsibilities Overview:**

#### **Transitional Living Program (TLP) management:**

- Facilitate weekly house meetings at group living sites
- Maintain and manage program living spaces, coordinating with the landlord as needed
- Coordinate and implement programming to increase life skills and independent living readiness

#### **Youth case management:**

- Maintain a caseload of 6-8 youth ages 17 - 24, providing case management services related to housing, education, employment, health services, general well-being, transitioning to independence, etc.
- Share in responsibility for after hours support to youth and families through on-call rotations

#### **Effective administration:**

- Maintain up to date file documentation per statewide guidelines and Medicaid funded requirements

#### **Cultivate intra and inter-agency collaboration:**

- Attend and contribute to regular meetings with community service providers
- Participate in building a team culture of collaboration and shared ownership within Youth Programs

### **Can I see myself here?**

We have found that our staff at Youth Services succeed when they:

- Think systemically
- Value feedback
- Are highly organized
- Are passionate about justice and believe that everyone deserves to have their needs met
- Value collaboration that comes from working on a team
- Are tenacious problem-solvers
- Have a sense of humor and find creative ways to implement ideas
- Can change priorities quickly

### **Additional Information**

Applicants should ideally have the following skills:

- Experience in collaborative service delivery that values youth voice and input in all facets of service
- Skilled at crisis intervention work; able to respond with intention
- Ability to think systemically while working with individuals, particularly with insight into how systemic barriers may impact youth
- Understands and incorporates restorative practices principles into the work
- Is solution-oriented, takes initiative and engages others in thoughtful, creative problem-solving and program implementation
- Able to build relationships with young people, families and community partners that are rooted in empathy and mutual accountability
- Understands that systems-change needs to be rooted in both pragmatism and idealism

### **How can I be considered for the position?**

You can be considered for this position if you meet the following qualifications:

- This position requires a BA/BS OR equivalent amount of education, training, work experience and/or lived experience
- One year of experience working with adolescents and young adults.
- This is a field position and frequent travel is required, including client transport. Reliable transportation and comprehensive insurance is required.

To Apply: Send resume and cover letter to [HumanResources@youthservicesinc.org](mailto:HumanResources@youthservicesinc.org) by January 19, 2024. We will be reviewing applications on a rolling basis.

This position is full-time at 37.5 hours per week.

Compensation: \$22/hr and comprehensive benefits.

Youth Services works in partnership with United Nurses & Allied Professionals, Local 5050, and this position is included in the collective bargaining agreement.