



JOB TITLE: Case Manager II - Youth Independent Living (YIL)

REPORTS TO: Youth Independent Living (YIL) Supervisor

SUMMARY : Provides individuals between the age of 16 to 26 with service coordination and interventions that build independent living skills in all areas of life including emotional, medical, financial and psychosocial. Shares direct care and casework information with other team members and administration staff. Helps youth connect with resources, assists with problem solving as well as provide support, and monitors success. Assists youth in developing transition plans to independence. Serves as team liaison and advocates with outside agencies, individuals and groups.

STATUS: Full Time, Exempt

QUALIFICATIONS

- **Education/Experience**
 - Bachelor's Degree in Social Work or related Human Services field required with one year of directly related experience; or Bachelor's Degree in another field with two years of directly related experience.
 - Previous work experience working with older teens and young adults preferred.
 - An equivalent combination of education and experience may be considered.
- **Skills/Competencies**
 - General knowledge of the state child welfare and mental health systems required.
 - Considerable knowledge of family and group dynamics, a range of intervention techniques, resources in the community, and regulations and policies which impact youth.
 - Demonstrated passion for serving youth and families, and the youth-serving workforce.
 - Ability to establish and maintain effective working relationships with members of caseload and their families, coworkers, and community collaborators.
 - Demonstrated proficiency in the use of a variety of computer software programs (Microsoft and Google products required).
 - Demonstrated ability to exercise discretion and independent judgment.
 - Demonstrated ability to operate well in crisis situations and knowledge of cultural issues that can affect care.
 - Ability to work on diverse teams and must be flexible and willing to work with youth of all ages, races, nationalities, sexual orientations, gender identities, disabilities, and backgrounds.
 - Good interpersonal, communication and organizational skills

- Ability to laugh, be creative and have willingness to make and learn from mistakes.
- Displays enthusiasm and confidence in taking on tasks and challenges.
- Valid Driver's License, and must be willing to travel to various job related locations.

SOCIAL RESPONSIBILITIES

1. Cultivate a nurturing environment through the use of the Sanctuary Model that supports client and staff development on every level spiritually, socially, educationally, and emotionally.
2. Be aware of and willing to work with youth and families of all ages, races, nationalities, sexual orientations, gender identities, disabilities, and backgrounds and to foster diversity and inclusion in the workplace and designated program area.
3. Use the Sanctuary Model and its toolkit to continue to provide guidance towards the responsiveness and respect of diversity, multiculturalism, and inclusion across all programs and settings.
4. Be committed to using Sanctuary principles when interacting and communicating with others, in team building, giving and receiving feedback, showing initiative, working independently, and in using good judgment, problem solving and decision making.
5. Embrace technology by being willing and able to check and respond to emails/messages, prepare documentation and attend meetings via video conferencing.
6. Promote a safe, secure environment in all areas of responsibility.
7. Comply with all standards of accreditation and licensing agencies and adhere to all organizational policies, procedures and program guidelines.
8. Use Crossnore Communities for Children resources efficiently and conservatively, including time, facilities, vehicles, equipment, supplies and funds.
9. Assume responsibility for personal and professional development through appropriate use of regular supervision (individual or group), participating in meetings, maintaining continuing education requirements, licensure and certifications and attendance at classes, workshops, etc. to improve professional skills.
10. Maintain professional conduct and image to actively promote the mission, value and purpose of Crossnore Communities for Children.
11. Ensure the provision of quality services through participation in Crossnore Communities for Children Performance Quality Improvement (PQI).

JOB DUTIES AND RESPONSIBILITIES

1. Coordinates all relevant team members to facilitate the development of the youth service and transition plans.
2. Develops and maintains positive relationships and contact with family members and community partners to ensure positive communication and teamwork.
3. Works with youth and team members to individualize program services where needed to ensure necessary living skills, independent development, and emotional support.
4. Assists in identifying and transitioning young adults into community housing as appropriate, coordinating youth to internships and other job related opportunities, and applying for educational and employment opportunities.
5. Provides clear, accurate and timely communication to family, court and team members while adhering to confidentiality policy.

6. Ensures the Ansell Casey Assessment and CSE-IT tools are completed within the first 30 days of being enrolled in the YIL program and then at appropriate increments thereafter.
7. Ensures that all necessary documents are complete and present in the electronic health record for charts to be accurate and compliant. Ensures all paperwork is completed in a timely manner.
8. Completes a weekly changeover notes, and a minimum of one comprehensive monthly note (in EHR) for each student on caseload.
9. Attends court as needed.
10. Provides transportation to school, work and family visits as needed.
11. Provides On Call coverage as part of a rotation for Residential Advisor staff.
12. Collaborates with Clinical staff, when appropriate, to address behavioral challenges and support stability and growth.
13. Participates as needed in community-wide projects and program development which address the needs of youth and families, including public relations engagements which explain the program to the community.
14. Participates in agency meetings and monthly supervision.
15. Attends training to enhance professional growth (at least 24 hours annually).
16. Other duties as assigned.

DAYS/HOURS OF POSITION and WORK CONDITIONS:

Typical hours are 1st shift, Monday-Friday. Must be available to work some evenings and weekends as dictated by the demands of the position, including client appointments. Work locations range from human services agencies, clinics, hospitals, or offices, and often involve visits to client's homes. May involve contact with clients and/or family members who may be hostile, resistant, and violent.

PHYSICAL DEMANDS - Light

Position may require lifting to 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. Frequent walking, standing, and sitting. Frequent reaching and/or grasping using hands and/or arms. May be required to ascend/descend stairs. Frequent use of hands requiring dexterity in using the telephone, computer keyboard, or other objects. Visual ability including distance, peripheral and depth perception. Ability to drive. Regularly required to talk and hear.

The above list is not all-inclusive. Other responsibilities may become necessary in the course of working routines and therefore be required.

_____ *I understand that this job description does NOT constitute a contract for employment and that Crossnore Communities for Children may exercise its employment-at-will rights at any time.*

_____ *I understand that this job description is a guide and not all-inclusive, and is subject to change without advance notice to me. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time, due to reasonable accommodation or other reasons.*

I have received a copy of this job description and understand the responsibilities, and certify that I am able to perform the essential functions of this position as outlined in this job description with/or without accommodations.

Employee Signature

Date

HR Representative Signature

Date