



POSITION TITLE: Homeless Youth Residential Case Manager
POSITION TYPE: Salaried Full Time Position, Schedule of 5/8 hour days depending on programming needs
REPORTS TO: Housing Programs Manager
COMPENSATION: Salary range starts at \$42,000 (in process of obtaining LSW) to \$44,000 (with LSW), with benefits valued at \$4,000, experience and qualifications will be considered.

Agency Description

NPHY is the most comprehensive service provider for the thousands of homeless youth in Southern Nevada, serving hundreds of youth through our core programs and touching the lives of thousands more through outreach each year. NPHY's programs stabilize homeless teens' lives, meeting their immediate needs and providing a safe, supportive environment and a path to self-sufficiency. Through our work with homeless youth, NPHY creates productive, healthy adults who contribute to society. For more information on NPHY's life-changing programs for homeless youth, please visit <http://www.nphy.org/what-we-do/>.

Strengthening and complementing our high-quality direct services for homeless youth, NPHY is dedicated to advocating for the Vegas Valley's homeless youth population and serves as a leader in systems-level efforts to eliminate homelessness among Nevada's youth. For more information on NPHY's work to create and lead The Movement to End Youth Homelessness in Southern Nevada, please visit www.nphy.org/themovement.

Agency Culture

In addition to offering medical, vision, and dental coverage, and retirement benefits, NPHY offers a positive family-style work environment: we encourage each staff member to cultivate their unique talents and training and come together as a strong, synergistic team to better serve homeless young people. While working in a challenging yet rewarding field, you will be surrounded by compassionate, energetic, fun, happy, and friendly staff members who are like-minded people and love what they do. In addition to everyday interactions with youth, NPHY offers countless opportunities for youth and staff to experience new and fun things together, such as annual family camping trips, quarterly staff outings, regular client outings, hiking trips, and much more, to help the NPHY family create stronger bonds and model positive relationships and healthy boundaries with the young people we serve. NPHY also offers quarterly trainings to better equip our staff with up-to-date continuing education, skills, and



resources to best serve and respond to a wide array of situations and needs. NPHY believes in learning, growing, and challenging ourselves to always be and do better, and strives to lead our staff and community to always seek new and innovative ways to best serve our target population.

Position Definition

Under the supervision of Housing Programs Manager, the Homeless Youth Residential Case Manager is responsible for providing case management services to an assigned caseload of clients enrolled in the Independent Living Program (ILP) and Transitional Living Program (TLP). Case management will focus on stabilizing the client upon program entry, ensuring their needs are identified and met as appropriate, connecting clients to education and employment resources, advocating for clients, linking client to mainstream services, and assisting the client with successfully graduating the program and achieving self-sufficiency. As part of the case management team, the Homeless Youth Residential Case Manager is responsible for the day to day independent living stability of assigned youth in the independent living program.

Essential Responsibilities

- Manage a caseload of up to ten youth (or more if support is needed) enrolled in the Independent Living Program (ILP) and Transitional Living Program (TLP).
- Enforce all agency guidelines and expectations for youth in ILP/TLP (such as the Housing Unit Agreement, Visitor Agreement, Property Management Agreement, Monthly Case Plans, etc.).
- Assist the client with identifying both their short-term and long-term needs, goals, and steps needed to be taken in order to achieve self-sufficiency.
- Work collaboratively with clients to achieve their goals and document these in their Monthly Transitional Case Plans and Case Notes.
- Assist clients with appointments and referrals for health examinations (eye, dental, wellness, etc.).
- Assist the client in accessing mainstream social services such as Medicaid and/or enrollment in the Supplemental Nutrition Assistance Program (SNAP).
- Conduct and assist with random and scheduled property inspections as assigned and communicate any repairs or property concerns to the Facilities Staff and Programs Manager.
- Collaborate with Direct Care Staff (evening and weekend staff) on client case plan, client progress, client needs, and provide necessary client updates while working together to encourage and motivate clients to follow and meet their goals.
- Upon program graduation, assist the client with enrollment into the NPHY Aftercare Program and assist clients with navigating Aftercare services.



- Utilize the Positive Youth Development (PYD) model when working with clients.
- Client Recruitment for ILP/TLP: Work with Programs and Outreach Managers, and community partners to identify, assess and recruit eligible youth into the Residential Programs.
- Educational/Employment Coordination: Work with clients to link them to opportunities for educational/employment advancement using NPHY and community resources (referrals, tutoring services, enrollment in the NPHY Vocational Program, etc.)
- Becoming the clients' liaison when working to connect clients to agency partners, external employers, volunteers, etc.
- Facilitate group meetings, training, workshops, and classes to clients to increase Life Skills such as Financial Literacy, Education, Job Preparedness, and Health and Wellness.
- Prepare and distribute program reports to various individuals and entities, within specified deadlines.
- Maintain client records, in the Homeless Management and Information System (HMIS) and client case files, including but not limited to records of expenditures, activities, contacts, and other client information.
- Transport clients, as needed (example: medical appointments).
- Mobile Crisis Intervention: Respond immediately to Safe Place calls, conduct intake assessment, transport clients to safety, and plan follow-up.
- Able to respond to crisis intervention calls 24 hours per day, during the work day and as needed at other hours.
- Back-up for Drop-In Center Case Managers and Emergency Shelter Case Manager: As part of a Case Management team, be able to assist and cross-train with other positions.
- Provide backup and related supportive services to other agency staff, as needed.
- Work within budgetary guidelines.
- Other duties as required or assigned by the Housing Programs Manager, Director of Programs, and/or the Executive Director.

Requirements

- A minimum of a Bachelor's Degree in Social Work from an accredited college is required.
- Candidate must be a Licensed Social Worker (LSW) in the State of Nevada. Candidates that possess a Social Work degree (but have no current license) will be required to complete the LSW process during their probationary period upon hire.
- Must be 21 years of age or older.
- Must have valid driver's license and clear driving history records.



- Must be able to clear state and federal background check process and alcohol/drug testing.

Qualifications

- Knowledge/experience with youth case management (preferably experience working with the homeless youth population and/or youth in a residential or transitional setting).
- Knowledge /experience working with youth utilizing Positive Youth Development, Motivational Interviewing, and other intervention techniques.
- Knowledge of community resources such as transient youth care providers and employment/educational resources.
- Knowledge of basic commercial trends such as the costs of transportation, groceries, rental fees, etc.
- Knowledge of employment/educational attainment and resources.
- Knowledge of issues and problems associated with being a minor in crisis or other unstable situations.
- Knowledge of the current child welfare system and barriers for services.
- Knowledge of issues and best practices for homeless and runaway youth, ages twelve to twenty.
- Must have knowledge and practice Trauma-Informed approaches in their case management styles.
- Ability to communicate professionally and effectively both orally and in writing.
- Ability to help develop and maintain a program budget.
- Ability to assist clients in accessing and maintaining accounts at financial institutions, including assisting with financial management.
- Ability to drive a motor vehicle, walk, lift and carry items up to 40 lbs., push, stoop, kneel, and stand for long periods of time.
- Ability to work weekends and evenings, should expect to be available “on call” any given day of the week, including after normal business hours.
- Ability to travel in state and out-of-state.
- Knowledge of current and applicable state laws in reference to minors, i.e., tobacco use, drug use, prostitution, etc.
- Knowledge of confidentiality laws and ability to adhere to them.
- Able to maintain a high level of professional and ethical standards.
- Knowledge of Office Suite programs (Word, Excel), internet, and web based email, as well as software and technology typically found in the workplace.
- Experience working in residential case management preferred, but not required.
- Experience working with homeless youth is preferred.



Benefits

- The Nevada Partnership for Homeless Youth offers a competitive benefits program including three weeks Paid Personal Leave and eleven paid holidays per year.
- Licensed Social Workers receive up to two days of company paid time off for CEU training and up to \$200 for CEU or licensing expenses per year.
- NPHY also offers fully paid medical, dental and vision insurance plan for its regular full-time employees. Employees can also participate in an incentivized company sponsored 403(b) [retirement plan], and voluntary insurance plans.

How to Apply & Deadline

- If you are interested in this position and possess the above mentioned qualifications, please email cover letter and resume to hr@nphy.org, or fax to [\(702\) 685-0764](tel:(702)685-0764).
- Position is open until it is filled.