POSITION TITLE: Homeless Youth Drop-in Center Case Manager
POSITION TYPE: Full-time; Salary
REPORTS TO: Direct Services Manager
COMPENSATION: Minimum Starting Salary $41,600, commensurate with experience and education

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.

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.

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 to 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, staff outings, 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 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

The Homeless Youth Drop-in Center Case Manager is responsible for providing direct case management services to clients by performing intake and follow-up assessments, providing mobile crisis intervention services, identifying, assessing and recruiting eligible youth into the housing programs, assisting with coordinating educational and educational opportunities for clients, and assisting other Homeless Youth Case Managers.

Essential Responsibilities

- Provide direct case management services to drop-in center youth that access services at the Drop-in Center or via a Safe Place partner site.
- Complete intake assessments and follow-up case notes for clients that access services.
- Assist youth staying in temporary emergency shelter to secure long-term housing solutions while providing intensive case management services for the duration of their shelter stay.
- Coordinate directly with other homeless service providers to identify alternate shelter or housing availability for Drop-In Center and Emergency Shelter youth.
- Assist clients with identifying and meeting short-term and long-term needs.
- Assist clients by providing appropriate community referrals such as educational, employment, medical or financial resources.
- Utilize the Positive Youth Development (PYD) model when working with clients.
- Work with Programs and Outreach Managers, and community partners to identify, assess and recruit eligible youth into the Independent Living Program.
- 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 case files, including but not limited to records of expenditures, activities, contacts, and other client information.
- Transport clients, as needed.
- Respond immediately to Safe Place calls, conduct intake assessment, transport clients to safety, and plan follow-up.
- Able to respond to crisis intervention calls during the work day and as needed at other hours.
- As part of a case management team, be able to assist and cross-train with other positions.
- Work within budgetary guidelines.
- Other duties, as required or assigned.
Requirements:

- A minimum of a Bachelor’s Degree in Social Work from an accredited college is required.
- Required that candidate is a Licensed Social Worker (LSW) in the State of Nevada. However, candidates that possess a Social Work degree but are not currently licensed will be required to complete the LSW process during their probationary period.
- Must be at least 21 years of age, and can successfully pass a drug-test and criminal background check.
- Current Nevada Class C driver’s license.
- Proof of acceptable driving record and reliable transportation.

Qualifications

- Experience working with homeless and runaway youth.
- Knowledge on the matters relating to homelessness, LGBTQ, human trafficking, runaways, immigration, substance abuse, behavioral health, mental health, child welfare, and juvenile justice system.
- Ability to communicate professionally and effectively both orally and written.
- Knowledge of confidentiality laws and ability to adhere to them.
- Demonstrate leadership ability, high level of professional and ethical standards and interpersonal skills.
- Experience with Office Suite programs (Word, Excel), Google Suites, internet, email, as well as software and technology typically found in the workplace.
- Ability to be flexible in work style and schedule; must be available to work occasional nights and weekends.
- 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 travel in state and out-of-state.

Benefits

- The Nevada Partnership for Homeless Youth offers a competitive benefits program including three weeks Paid Personal Leave and thirteen 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 plans 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.
- Position is open until it is filled.