POSITION TITLE: Case Management Assistant
POSITION TYPE: Full Time Position
REPORTS TO: Direct Services Manager
COMPENSATION: Minimum starting rate $15.00/hr., commensurate with experience

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
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 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**
Primary responsibilities include supporting the case management team with data entry, filing, transcribing client case notes and intakes, client engagement and support, assisting in the transporting of clients, and assisting in carrying out the client programming and operations.

**Essential Responsibilities and Duties:**

- Compile and transcribe case notes for data entry; distribute client financial resources, review client financial distribution sheets for data entry, balancing the financial drawer, complete and maintain accurate data entry into client databases.
- Filing of client documents into case files; assist with the creation and organization of new client case files. Manage file organization and ensure that all confidential materials are maintained securely.
- Perform a variety of general clerical work including answering telephone inquiries, directing calls and providing basic information. Answer phones and route ‘youth-in-crisis’ calls to appropriate staff; provide and make appropriate community referrals; take messages and ensure staff members receive follow-up information.
- Serve as the face of the agency, offering friendly service to all visitors, clients, donors, volunteers and staff.
- Assisting case management team in clients accessing Drop-In Center services including but not limited to food, hygiene, and clothing resources, computer lab, shower services, laundry services, and other youth engagement activities.
- Provide support with client de-escalation and crisis situations as they arise.
- Assist with various front desk operations including ensuring clients and visitors’ sign-in, donation processing, and other related front desk duties.
- With guidance from the case management staff, assist clients with educational and employment assistance including the creation of their resumes, filling out FAFSA/scholarships, job applications and more.
- Respond immediately to Safe Place calls, transport clients to safety, and coordinate with the case management team.
- Provide transportation for clients including health appointments, shelter transportations, and other appointments (i.e., DMV, employment, education) approved by case management.
● Maintain an organized and clean reception area, case manager assistant desk area, and admin work area including stocking of relevant brochures and forms for visitors and staff.
● Oversee mail deliveries, packages, and couriers.
● Ensure that the agency’s opening and closing procedures are completed properly.
● Assist facilities department in stocking and maintaining organization for the Drop-In Center.
● Perform accurate and complete data entry into agency systems.
● Responsible for following up with former clients via telephone and email to obtain information on their overall well-being, and assisting in executing aftercare programming.
● Maintain clear and transparent schedules between all case management staff by utilizing web-based email and calendars.

Requirements

● A minimum of a High School Diploma (or equivalent) required, with strong interest in non-profit, social work, or human service field.
● Must be at least 21 years of age, can successfully pass a drug-test and criminal background check.
● Ability to complete data entry accurately into various systems and reports.
● 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.
● Knowledge of confidentiality laws and ability to adhere to them.
● Current and valid Nevada Class C driver’s license.
● Proof of acceptable driving record and reliable transportation.
● Knowledge of Office Suite programs (Word, Excel), internet, and web-based email, as well as software and technology typically found in the workplace.

Qualifications

● Able to maintain a high level of professional and ethical standards.
● Possess a strong work ethic, be self-motivated, and be a team player.
● Education or previous work experience related to administrative office duties preferred.
● Experience working in non-profit or other youth organization settings preferred.
● Customer service experience required; experience working with homeless youth, youth in crisis, or other youth organization is preferred.
- Ability to multi-task, prioritize and manage time.
- Ability to communicate professionally and effectively both orally and written.

**Benefits**

- The Nevada Partnership for Homeless Youth offers a competitive benefits program including three weeks Paid Personal Leave and thirteen paid holidays per year.
- NPHY also offers fully paid medical, dental and vision insurance plans for full-time employees. Employees can also participate in a company-sponsored retirement plan and voluntary insurance plans.

**How to Apply & Deadline**

- If you are interested in this position and possess the requirements, please email cover letter and resume to hr@nphy.org, or fax to (702) 685-0764.