POSITION TITLE: Emergency Shelter Case Manager
POSITION TYPE: Salaried Full Time Position
REPORTS TO: Direct Services Manager
COMPENSATION: Salary range starts at $40,000 (in process of obtaining LSW) to $42,000 (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.

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

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 training 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 the Direct Services Manager, the Emergency Shelter Case Manager is a full-time, professional position responsible for providing case management services to a flexing caseload of at-risk, runaway, and homeless youth clients enrolled in the Emergency Shelter Programs. Case management will focus on stabilizing the client upon program entry, ensuring their needs are identified and met as appropriate, creating goals and case plans with clients, advocating for clients, linking client to mainstream services, working with child welfare and juvenile justice systems, and assisting the client with successfully graduating the program and achieving safe and stable housing through family reunifications, conducting housing assessments, connecting them to housing resource, and more. As part of the case management team, the Emergency Shelter Case Manager is responsible for the day to day program operations and service delivery to assigned youth in the Emergency Shelter Program. Emergency Shelter Case manager will also serve as a back-up to other client programs such as the Drop-In Center program and Housing Programs.

**Essential Responsibilities**

- Manage a caseload of up to eight youth enrolled in the Emergency Shelter Programs.
- Complete initial intake procedures and assessments for youth who are accessing the emergency shelter for the first time as well as orchestrate proper discharge/exit procedures.
- Work with clients in identifying their goals and available resources to create appropriate case plans to assist in finding safe and stable housing options; Assist clients with identifying both short-term and long-term needs, and monitor each client’s progress according to goals as specified in their case plans.
- Provide guidance to Emergency Shelter House Parents in carrying out clients’ goals and case plans, creating and implementing curriculum for individual Basic Skills Training sessions, ensuring the safety and well-being of youth, compiling progress notes and daily reports, mentoring youth and more.
- Assess and track youth’s overall emotional well-being and mental health status utilizing various assessment tools outlined by the program requirements.
- Follow up with each client on a daily basis to support their case plan goals, and complete detailed follow-up case notes.
• Administer youth coordinated entry housing assessments when appropriate.
• Coordinate directly with other homeless service providers to identify alternate shelter and housing availability for emergency shelter youth.
• Maintain clear, clean, and organized client records, in the Homeless Management Information System (HMIS) and case files, including but not limited to records of expenditures, activities, contacts, and other client information.
• Ensure the accuracy, timeliness, and confidentiality of all data entry inputted.
• Ensure the safety of the agency properties, including Emergency Shelter and Drop-In Center, and youth by following agency procedures on security measures and facilitating conflict resolution to de-escalate situations.
• Collect information regarding disclosed abuse, neglect, and abandonment and submit detailed reports to Child Protective Services (coordinate DFS worker and client meetings, follow-up on outcome of CPS report, advocate for the best interests of clients).
• Facilitate family reunification in collaboration with the NPHY Therapist when deemed appropriate and necessary.
• Assist various clients with navigating standard online form applications such as Medicaid or SNAP benefits by supervising clients as they complete these processes.
• Ensure clients are attending required individual therapy appointments, life skills classes, group therapy sessions, basic skills training, and other engagement activities to promote healthy coping skills.
• Collaborate with NPHY Therapist to ensure that clients’ therapeutic needs are met and incorporated into clients’ case plans.
• Collaborate with Emergency Shelter House Parents to successfully facilitate client progress, client needs, and provide necessary client updates while working together to encourage and motivate clients to follow and meet their case plans.
• Act as the clients’ liaison when working to connect clients to agency partners, external employers, volunteers, clients’ families, etc.
• Upon program completion, assist the client with enrollment into the NPHY Aftercare Program and assist clients with navigating aftercare services.
• Able to respond to crisis intervention calls 24 hours per day, during the work day and as needed at other hours.
• Maintain clear and transparent communication between all case management staff, Safe Place Responders, and Emergency Shelter House Parents by utilizing web-based emails and calendars.
• Assist with random and scheduled property inspections as assigned and communicate any repairs or property concerns to the Facilities Department and Direct Services Manager.

Effective 02/2020
• Prepare and distribute program reports to the management team and Development Department within specified deadlines.
• Participate and assist in facilitating regular meetings with case management team, house parents, and clinical staff to ensure quality of shelter services offered to the most vulnerable population.
• Work within budgetary guidelines.
• Collaborate with other direct client services and outreach staff to support existing program guidelines as well as identify and develop new processes or program improvements.
• Provide backup and related supportive services to other agency staff, as needed.
• Mobile Crisis Intervention: Respond immediately to Safe Place calls, conduct intake assessment, transport clients to safety, and plan follow-up.
• Other duties as required or assigned by Management Staff 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 at least 21 years of age, can successfully pass a drug-test and criminal background check.
• Experience working with homeless youth, victims of crime/ human trafficking/ domestic violence, runaway youth, or youth in crisis is strongly preferred.
• Experience working in case management strongly preferred.
• Current Nevada Class C driver’s license.
• Proof of acceptable driving record and reliable transportation.
• Knowledge/experience working with the general public and diverse populations (customer service oriented).
• Commitment to NPHY’s mission to provide high-quality, evidence-based services to Nevada’s homeless youth.
• Commitment to maintaining a work environment that values diversity and does not tolerate racism, sexism, heterosexism, ageism, or any other discriminatory practice.

Qualifications
- Knowledge/experience with youth case management (preferably experience working with the homeless youth population and/or youth in an emergency shelter or crisis response setting).
- Knowledge/experience working with youth utilizing Positive Youth Development, Motivational Interviewing, Trauma-Informed Care, and other intervention techniques.
- Knowledge of community resources such as transient youth care providers and employment/educational 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.
- Ability to communicate professionally and effectively both orally and in writing.
- 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.
- 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.
- Comfort in working with diverse populations, especially youth.
- Strong sense of self-direction and initiative while being an effective contributor in team/project environments.
- Strong organizational skills and attention to detail.

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 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.