POSITION TITLE: TH-RRH Case Manager  
POSITION TYPE: Salaried Full-Time Position  
REPORTS TO: Housing Programs Manager  
COMPENSATION: Minimum Starting Salary $46,500, 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 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 TH-RRH Case Manager is responsible for providing case management services to an assigned caseload of clients (approximately 15) enrolled in the Transitional Housing – Rapid Rehousing Joint Program. In this program, young people ages 18-24 experiencing homelessness can enroll in either Transitional Housing or Rapid Rehousing based on their needs and preferences, using the Housing First model. Case management will focus on stabilizing the client upon program entry, ensuring their needs are identified and met as appropriate, obtaining and maintaining permanent housing, providing support around landlord-tenant relations, connecting client to education and employment resources, advocating for and with youth, linking client to mainstream services, and assisting the client with successfully exiting the program and achieving self-sufficiency.

**Essential Responsibilities**

- Utilize Motivational Interviewing, Trauma Informed-Care, and Harm Reduction techniques to assist young adults who are homeless to resolve their housing crises and promote long-term housing stability.
- Conduct assessments and program intakes for individuals seeking TH-RRH services.
- 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.
- 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. Ensure data is accurate, timely, and complete and that all required accompanying documentation is collected within 24 hours.
- Provide direct case management services and have frequent contact, including face-to-face meetings (in the office and at field/home visits), telephone conversations, aftercare contacts, e-mail, and other electronic exchanges with each participant on their caseload, depending on the need for support.
- Work collaboratively with clients to develop and update housing stability plans, based on assessments conducted, to assist participants to obtain or maintain permanent housing.
- Utilize a variety of interventions to assist participants with overcoming barriers to housing stability, including increasing income and benefits.
• Work collaboratively with the Housing Navigator to assist with housing search and placement.
• Provide hands-on assistance to assure that the youth are housing search ready to find suitable housing, including accompanying the youth to apartment viewings and connecting youth to neighborhood resources throughout the identified community.
• Jointly with the Housing Navigator, advocate on behalf of the youth with landlords to overcome any issues or challenges to securing and maintaining suitable housing.
• Conduct home visits to assess for household maintenance needs.
• Coordinate roommate matching for shared housing, including identifying appropriate matches and assisting in building supportive roommate relations.
• Mediate household and/or landlord-tenant disputes that threaten housing stability.
• Identify and make referrals to community resources including but not limited to preventive services, long-term case management programs, mainstream benefits assistance (including WIC, SNAP, TANF), SSI/SSDI, health insurance, mental and physical healthcare, pantries, substance recovery programs, hospitals, and resources to maintain stable housing.
• Educational/Employment Coordination: Work with clients to link them to opportunities for educational/employment advancement using NPHY and community resources (referrals, tutoring services, etc.)
• Become the clients’ liaison when working to connect clients to agency partners, external employers, volunteers, etc.
• Work collaboratively with Peer Support Specialist to support youth’s holistic needs.
• Support group meetings, training, workshops, and classes to clients to increase Life Skills such as Financial Literacy, Education, Job Preparedness, and Health and Wellness.
• Become SSI/SSDI Outreach, Access & Recovery Initiative (SOAR) trained, complete applications for SSI/SSDI, and follow up with progress towards obtaining benefits.
• Assist with household budgeting and provide referrals for financial counseling as needed.
• Assess participants’ need for financial assistance and submit completed requests as needed.
• Participate in case conferences, staff meetings, and training.
• Conduct and assist with random and scheduled property inspections at the TH properties and communicate any repairs or property concerns to the Facilities Manager and Housing Programs Manager.
• Collaborate with Direct Care Staff for youth enrolled in the TH program on 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 exit, conduct aftercare contacts and assist clients with navigating community resources.
• Prepare and distribute program reports to various individuals and entities, within specified deadlines.
• Accompany and support clients, as needed with appointments (example: housing search and apartment viewings, medical appointments).
• Able to assist with occasional crisis intervention outside of scheduled shifts and connect with the Direct Care Staff as needed for follow-up.
• Serve as back-up for Drop-In Center Case Managers and Emergency Shelter Case Manager, as needed: as part of the Case Management team, be able to assist and cross-train with other positions.
• 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 or other related field from an accredited college is required.
• Social Work License (LSW) is highly preferred.
• Must be 21 years of age or older.
• Experience working in homelessness, substance abuse, mental health and/or trauma-informed settings preferred.
• Must have a valid driver’s license and clear driving history records.
• Must be able to clear state and federal background check processes and alcohol/drug testing.
• Experience working with young adults and LGBTQ or other diverse populations preferred.
• Must possess strong organizational, data management, writing, communication, and computer skills.
• This position includes fast-paced case management and some field work. Candidates must be self-starters with the skills and energy to work with high-need participants in the community.
• Strong engagement and interpersonal skills.
• Knowledge of Nevada resources preferred.
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 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.
- Ability to communicate professionally and effectively both orally and written.
- 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, when needed.
- Ability to travel throughout Southern Nevada.
- 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.

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 required qualifications, please email a cover letter and resume to hr@nphy.org, or fax to (702) 685-0764.
- Position is open until it is filled.