



job description: critical transitions case manager

organization information

Position Title: Critical Transitions Case Manager

Location: Whatcom County and/or Skagit County

Reports to: Critical Transitions Coordinator

Hours: 40 hours per week, non-exempt position

Starting Wage Range: \$20.00 - \$22.29 per hour; wage dependant on relevant experience, education, and qualifications

Women, people of color, transgender individuals, and members of other underrepresented populations are strongly encouraged to apply.

Mission: At Northwest Youth Services, we affirm youth experience and autonomy, as we work together to foster collective healing and justice, in order to dismantle the systems of oppression that perpetuate youth homelessness.

Core Values:

Community – We promote interdependence and recognize that everybody needs a community to thrive. We know that we are stronger together.

Justice & Liberation - We believe that it is critical to acknowledge, name, and actively work to dismantle the historic systems and societal structures that fuel crisis and poverty.

Humanity - We work with respect and compassion for each other and believe that everyone deserves to belong: to be safe, heard, and valued.

Accountability – We believe that no one is done learning; as a community we hold each other to a high standard, and work to educate, grow and heal together.

Vision: Guided by our core values and commitment to becoming an Anti-Racist organization, Northwest Youth Services envisions a community in which all young people are seen as catalysts in creating a just and liberated society that supports each of our unique journeys through life.

job mission

The Critical Transitions Case Manager position contributes to NWYS' success by engaging with youth directly and creating connections with the Whatcom and Skagit County community to promote access to services and personal relationships youth need in order to become self-sufficient.

This position contributes to NWYS' success by interacting with youth using a Healing Centered Engagement Approach, and empowering youth to reach their goals.



The person who fills this position has a strong working knowledge of how systems youth engage with operate, their limitations and advocacy needed, and possesses the empathy required to understand and relate to individuals who work within this field and the young people who interact with it.

core competencies

To perform job successfully, the individual should demonstrate the following competencies:

Sensitivity: Communicates empathy and respect of individuals; ability to be appreciative of diversity.

Conflict Management: Effectively manages disagreements.

Change Agility: Able to embrace needed change; able to provide and implement feedback; effective in the face of ambiguity.

Youth Orientation: Actively seeks feedback from youth; establishes effective relationships with youth; knowledgeable about issues facing homeless youth and an understanding of the experiences they are going through.

Integrity: Must be honest and take responsibility for actions; ability to set healthy limits and maintain the helping role of practitioner.

Positive Impact: Have a passion for NWYS' mission and vision; a belief in the capacity for a young person to change; displays a positive, attitude.

Learning Agility: Seeks to improve knowledge, skills, and abilities in related service areas; implement core principles and evidence-based practices including, but not limited to: Positive Youth Development, Trauma Informed Care, De-escalation, and Youth Mental Health First Aid.

Creativity: Resourceful in finding ways to improve and advocate for change when necessary; fosters creativity in others.

Active Listening: Ability to effectively work independently and in partnership with team members; ability to communicate effectively with youth and others.

key responsibilities

Youth Programs:

- Provide services to a caseload of 10-14 homeless young adults and/or 15-20 hours of face-to-face time every week to assist youth in meeting their goals for youth exiting publicly funded facilities at risk of homelessness, utilizing a strength-based approach and lens of youth's inherent worth;
- Build high-quality relationships with youth participants; create spaces for youth personal experience of the impacts of homelessness and challenges in transition into housing, partner with youth to meet immediate and ongoing physical, social, and emotional needs;
- Partner with youth and NWYS staff to seek, obtain, and maintain housing opportunities including NWYS supported temporary or Transitional Housing, Rapid Rehousing, Section 8 and other long term housing subsidy vouchers, or other grant supported resources, family or community resources, or other independent living; assist with move in, move out, and ongoing maintenance and transitions into safe and stable housing situations;
- Provide tenancy support, including housing stability and retention plans and apartment visits, coordinate with appropriate resources depending on housing needs and unit safety/habitability support standards to meet lease and funder requirements;



- Support youth understanding and utilizing their lease agreement as a supportive tool; encourage youth to bring their voice in collaborative plans and process improvements through current and created channels of engagement;
- Assist youth in communication with roommates, neighbors, community members, parole officers, public defenders, landlords, and other individuals in their lives; promoting collaboration to build effective partnership supports building-wide and in community as appropriate;
- Provide life skills training and encourage participation in activities that expand their social network, skills, and sense of mastery;
- Engage with youth in identifying and creating a culture of supportive community;
- Engage youth in pregnancy, parenting, harm reduction and safer sex communication and knowledge;
- Attendance at weekly Outreach team meetings and supervisory meetings, bringing current youth updates and insights into successes, gaps and needs, as well as creative and innovative ideas and solutions in partnership with youth;
- Collaboration of care with the NWYS housing team, mental health, chemical dependency, and behavioral health counselors, medical support, agency partners, and community resources, including referrals to emergency housing and shelter resources;
- Ensure that youth are offered the opportunity to replace legal documents like IDs and Social Security Cards to qualify them for all possible housing;
- Provide hands-on support to youth as they apply for housing, social services, and navigate task management;
- Be familiar with available Crisis Services and provide warm hand-offs to community partners when appropriate;
- Navigate mental health, Substance and alcohol treatment, court systems, jail systems, probation officers, foster care, to support youth in community re-entry and to support the program in obtaining referrals and verification information on youth participants; Support participants in following through on court and probation obligations
- Provide transportation to youth to appointments, and helping young people identify transportation options available to them, support youth in navigating public transportation; provide additional support to youth in rural and reservation communities to ensure equitable access to NWYS programs
- Daily practices and interactions and ongoing learning with youth and staff grounded in evidence-based practices and tailored specifically to each youth's needs and in the context of their specific housing program. This includes but is not limited to: Strengths-Based approaches, Trauma Informed Care, Healing Centered Engagement, Equity Diversity and Inclusion, Positive Youth Development, Harm Reduction, De-escalation, Restorative and Transformative Justice, Housing First, and robust wrap-around services;
- Coordinate safety planning and crisis response of youth;
- Integrate Equity, Diversity, and Inclusion work as the center of all programming and interaction;
- Work with youth on employment, income, and benefits goals, coordinate with the Vocational Team as determined by program and youth's needs;
- Attend relevant Agency meetings and all other activities identified as necessary;
- Keep team informed of issues and concerns related to youth;



- Provide follow-up and aftercare services as needed; coordinate referrals to other relevant programs or agencies for exiting youth;
- Accurately document relevant youth information and activities according to program standards, including timely intake and exit paperwork, recertifications, and HMIS reporting requirements;
- Participate in program evaluation efforts, give input for grant reporting and improvement of data collection processes specific to working with youth populations in scattered sites units;
- Maintain current case notes on each program participant;
- Contribute to a learning culture with youth, staff, agency, and community including but not limited to youth mentorship, cross-department, intern, and new employee job shadowing and participating in these opportunities as appropriate to role;
- Work with supervisor to create opportunities for input, innovative, and proactive approaches and systems improvement in workgroups and agency/interagency collaboration meetings;
- Collaborate with supervisor and team on time management, self-care, and sustainable work practices, be willing to assist team members and accept help as appropriate;
- Attend training as appropriate to professional development and as required by program;
- Contribute to a strong team working knowledge of social service systems operation, their limitations and advocacy needed;
- Maintain knowledge of current program policies and procedures; and
- Other duties as assigned.

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and depth perception. While performing these job duties, the employee is regularly required to listen to others and provide verbal feedback. The employee is required to frequently sit for extended periods of time, stand, walk, climb, or balance.

Qualifications

Minimum Qualifications:

- Demonstrated experience working with young people in crisis.
- Demonstrated experience working with people experiencing homelessness.
- A minimum of:
 - one year experience working with young adults ages 18-24 or
 - one year experience working with people experiencing homelessness or
 - one year experience working as a Case Manager or
 - two years' experience working with other vulnerable populations or
 - a post-secondary education that demonstrates acquired knowledge applicable to this position.
- Must be 21 years of age or older;
- Proof of Washington State Driver's License, driving record, and auto insurance;
- Requires full COVID vaccination (may consider accommodation for medical or religious reasons); and
- Must pass background checks.



Required within first 30 days of employment:

- CPR/First Aid/Bloodborne pathogens certifications required;
- Must have a negative TB test; and
- Full understanding of the CPS reporting requirements.

Preferred Qualifications:

- Lived experience,
- Post-Secondary Education in Human Services or related field,
- Demonstrated experience working in housing services or advocacy,
- Spanish, Russian, or ASL speakers preferred; and
- Previous training in de-escalation, Housing First, Harm Reduction, Positive Youth Development, CSEC, Domestic Violence, Mental Health First Aid, or other related trainings.

Northwest Youth Services is an Equal Opportunity employer. Employment is based upon individual qualifications without regard to race, color, sex, religion, national origin, citizenship, age, marital status, veteran status, disabilities, political ideology, sexual orientation, or any other legally protected status. Alumni of foster care and those who have experienced youth homelessness are encouraged to apply.

