



## job description: PAD case manager

### organization information

**Position Title:** PAD Case Manager

**Location:** Whatcom County

**Reports to:** PAD Program Manager

**Hours:** 40 hours per week, non-exempt position

**Starting Wage Range:** \$17.97 – \$20.03 per hour, wage dependent on relevant qualifications, education, and experience.

**Applicant review begins April 27<sup>th</sup>, 2022.**

**Women, people of color, transgender individuals, and members of other underrepresented communities 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 PAD Case Manager position contributes to Northwest Youth Services' success by engaging in the Whatcom County community to promote access to services youth need in order to become self-sufficient.

This position contributes to Northwest Youth Services' success by interacting with youth using a Positive Youth Development Approach, and empowering youth to reach their goals.



The person who fills this position has a strong working knowledge of how social service systems operate 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, Right Response, 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:

- Build high-quality relationships with youth participants to understand the personal experiences of children and youth impacted by homelessness;
- Provide case management services and coordinate provision of basic care for up to 16 youth at a time who are in placement. This includes, but is not limited to:
  - Assisting with household operations, including meal planning and preparation, shopping, cleaning and other necessary functions as needed;
  - Transportation of youth as needed;
  - Medical, dental, and health care coordination as possible in a short-term stay;
  - Educational enrollment and support;
  - Assisting youth to find resources for basic care items such as clothing, hygiene products, school supplies, etc.; and
  - Behavioral interventions, as necessary, according to Washington State Law and NWYS policies and procedures.
- Assist with completion of all necessary intake and exit paperwork, administer developmentally appropriate assessments and coordinate with the Vocational team as determined by program and youth's needs;



- Develop housing plans and assist with housing transitions with youth in coordination with youth legal guardians;
- Provide life skills trainings and encourage participation in positive youth development activities;
- Engage and connect youth with appropriate mental health and/or chemical dependency supports;
- Engage youth in pregnancy, parenting and safe sex communication and knowledge;
- Coordinate safety planning and crisis response of youth when needed;
- Provide follow-up and aftercare services as needed;
- Document relevant youth information and activities according to program standards;
- Ensure client confidentiality according to NWYS policies and procedures;
- Keep the PAD Leadership Team informed of issues and concerns related to youth;
- Knowledge of program policies and procedures;
- Participate in program evaluation efforts;
- Attend appropriate community meetings, and all other activities identified as necessary to meet the outcomes identified in the housing programs;
- Complete minimum 24 hours of professional training and development each year; 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:

- Bachelor's degree in Social Services or related field, in accordance with WAC regulations;
- A minimum of:
  - one year experience working with youth ages 11-24 or
  - one year experience working as a Case Manager or
  - two years' experience working with other vulnerable populations.
- 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:

- Master's degree in Social Services or related field;
- Demonstrated experience working with young people in crisis;



- Demonstrated experience working with people experiencing homelessness;
- Demonstrated experience working in the housing field;
- Spanish, Russian, or ASL speakers preferred; and
- Previous training in Positive Youth Development, CSEC, Domestic Violence, Youth Mental Health First Aid, Motivational Interviewing, Harm Reduction or Trauma Informed Care.

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.

