



CASE MANAGER I

DEPARTMENT: Youth, Adult, and Family Wellness
REPORTS TO: Program Director
CLASSIFICATION: Non-Exempt

OF HOURS: Full-Time, 40 hrs
PAY RATE: \$20.00 per hour

POSITION PROFILE:

The Alternatives to Detention Case Manager assesses low-medium risk juvenile offenders and their families to help provide a continuum of alternatives for youth determined not to require detention. Program services will include family assessment, referral, case advocacy, home detention, reporting centers, non-secure shelter (cool bed), intensive case management and wraparound family support services. Program goals include preventing youth from being unnecessarily detained and reducing juvenile delinquency. Staff will provide comprehensive assessment, advocacy, linkage and referral, coordinated case planning, and other supportive services, including ensuring that youth attend all court hearings as required.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Supervise and manage a full-time caseload; providing case management services to include interviewing, assessing, case planning, crisis management, , community linkages, court advocacy, life skills training and family building.
- Accurately complete, track and distribute intakes/referrals for applicable program(s) in a timely manner while maintaining ongoing contact with clients to build trusting relationships, provide support and monitor progress toward identified goals.
- Perform in-person, home and/or school visits as part of the client assessment and case planning process while maintaining accurate, updated case files and document required program data as required by funders.
- Establish new and maintain existing linkages with referral sources, conduct professional outreach to promote applicable agency services, and serve as liaison between SAY and community to include accurate representation of the agency and maintain positive working relationships with the general public, clients, funding sources, referral sources, etc.
- Collaborate closely and conduct outreach with law enforcement, Juvenile Probation, Public Defender's Office, District Attorney's Office, and other systems partners as required; This includes law enforcement line-ups at 6am, 2pm, and 9pm.
- Ability to familiarize self with commonly utilized evidenced based curricula, facilitate ongoing groups, organize and prepare material to follow evidence-based practices, and behavioral management in a group setting.
- Plan and execute structured/meaningful activities, and provide transportation for youth who are in cool bed (non-secure shelter), which can be between 7:00am-6:00pm, and facilitate family reunification meetings for youth.
- Perform other tasks as assigned by the Program Director.



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QUALIFICATIONS (Education, Experience and Certifications):

- Bachelor's Degree in Social Work, Counseling, or related field.
- Bilingual in English and Spanish is required.
- Two years of related experience in case management and direct client service, particularly experience with at-risk youth and families preferred.
- Experience in providing casework/case management services/maintaining accurate updated case files and compile statistical data monthly.
- Must have access to reliable transportation and be willing to use it for job-related tasks.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to demonstrate knowledge of trauma-informed care interventions and practices.
- Skilled in providing family, group, and multi-family group services, and parent education.
- Knowledge and experience working with diverse cultures.
- Ability to manage multiple demands and prioritize when needed.
- Ability to respond to a referral and assess a minor within 15 minutes.
- Strong communication and relationship-building skills.
- Knowledge of relevant resources within the community.

WORKING CONDITIONS:

ENVIRONMENT: Office and client home settings. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level. Job could include minimum to high intensity noise level based on whether conducting groups, one-on-one counseling, or trainings. SAY San Diego is continuing to monitor state and federal guidelines related to COVID. At the time of hire, the position may require temporary telework.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. The employee must occasionally stop, kneel, crouch, and crawl as well as lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

MENTAL: Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.