



Permanent Supportive Housing (PSH) Case Manager

Job Description

The Case Manager is an in-person position working within our Youth Outreach Program, specifically in our Permanent Supportive Housing Program. This direct service position supports our PSH program, which provides housing and supports homeless youth ages 18 to 24 years of age at intake. The Case Manager uses a positive youth development approach to case management, combined with a harm reduction model and trauma-informed service delivery protocols. The PSH Case Manager reports to the Director of Youth Outreach.

Scope of Work

Responsibilities Include

- Maintain an intensive caseload of PSH participants.
- Determine eligibility, gather intake information, and conduct assessment of strengths, needs, and interests of participants.
- Provide crisis intervention, identify, and assess immediate and long-term needs of participants, including safety, well-being, and self-sufficiency.
- Advocate on participants' behalf with other service providers, property owners, the legal system, etc. and provide community resource referrals as appropriate.
- Assist participants in finding stable, safe housing.
- For youth entering PSH apartments – orient and support them to set up a safe, healthy home, and transition to stable housing upon exit from the program.
- Collaborate with youth to develop, implement, and evaluate youth-driven Individualized Service Plans
- Provide skill-building with a full range of independent living skills in both one-to-one and small group training.
- Assist participants in understanding and adhering to program guidelines/expectations, housing leases, etc.
- Aid in the areas of health promotion (physical, cognitive, emotional/mental education, and employment).
- Place and monitor participants in workplace apprenticeships, based upon the participants' interests and skills. Recruit, screen, and support worksite mentors.
- Ensure that all agencies, Federal grantors, and NY State mandates, policies, and procedures are followed throughout the course of work and maintain required documentation on both program and participants.
- Represent organization to outside agencies, community groups, etc. as directed.
- Participate in supervision, staff meetings, and assist The Learning Web in reaching broader organizational goals such as fundraising and program development.
- Maintain high ethical standards when carrying out all duties and maintain strict adherence to all confidentiality, legal, and agency guidelines in all areas of service provision.
- Maintain program / client files, input client-related information, intakes, case notes into the data management system, and maintain data tracking / reporting systems.
- Participate in required training and related professional development activities.
- Other duties or projects as assigned.

Hours

This is a full-time, 40-hour-per-week in-person position that does require the ability to have a flexible schedule.

Qualifications

- Bachelor's degree preferred and experience working with youth or young adults in a community setting. An associate degree will be considered if the candidate possesses additional related work experience.
- Experience with vulnerable youth populations, particularly youth of color, LGBTQ+ youth, and youth from lower socio-economic backgrounds desired.
- Excellent written and oral communication skills.
- High level of organization includes the ability to multi-task and prioritize case/workload, be detail-oriented, and know when to seek assistance.
- Ability to interact well with team members and take direction.
- Ability to understand confidentiality and handle information of a confidential nature is required.
- Familiarity/proficiency with MS Office Suite, Zoom, Social Media platforms, Internet and Database Management software.
- Must pass a criminal background check, a NYS Child Abuse Registry check, and possess a valid, clean driver's record.
- Must have a reliable, fully insured vehicle.

Compensation:

- Salary range commensurate with experience: \$42k-\$46k
- 403(b)
- 85% paid individual health insurance
- Dental, vision and other supplemental insurance available at employee's expense
- Generous sick and vacation leave

To Apply:

Respond directly on INDEED (preferred) or

Send a cover letter and resume to info@learning-web.org with "PSH Case Manager" in the subject line.

Documents may be mailed to The Learning Web, Attn: Deputy Director, 320 W. Buffalo Street, Suite 2, Ithaca, NY 14850. Deadline: Until filled.

Final candidate must complete a Learning Web Employment Application, pass a criminal background check, a State Child Abuse Registry check, and a Driver's license check.

For information about our agency and programs, please visit us on the web at www.learning-web.org

The Learning Web is an equal opportunity employer and does not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sexual orientation, gender, gender identity or expression, or disability. Individuals who have a diverse perspective and are supportive of diversity are strongly encouraged to apply.