



Job Title: YTP Case Manager

Reports to: Manager of Financial Programs

Reviewed: 7/24/2023

Position Summary: This position will serve as the primary worker for all youth-aged clients (ages 18-24) that are enrolled in Night By Night (NBN), Tier 2 and the Youth Transitional Program (YTP). The YTP Case Manager will create case management plans alongside participants that will oversee their movement through shelter programs, transitional living and into permanent housing. Additionally, the YTP Case Manager will be responsible for the day-to-day operations of the Youth Transitional Living Home, implementing Housing First and Harm Reduction practices.

This position is funded through the Youth Homeless Demonstration Program (YHDP) and the YTP Case Manager will adhere to the program's Administration Plan and grant-specific rules and regulations. Candidates must be able to work effectively with clients, other Pathways employees, volunteers, other agencies and Pathways' Board.

Core Values: Pathways has 6 core values (listed below) that will be adhered to by all staff, board members and volunteers.

1. **Integrity:** We act in a way and make decisions that are, at all times, honest, truthful, transparent, authentic, consistent, and relative to Pathways' mission and values. We will show accountability to see each task through to its fulfillment and hold others to the same expectation. We actively listen and are open to feedback and improvement. We take responsibility for our mistakes and learn from them. We acknowledge our roles in conflicts and participate in finding and implementing solutions.
2. **Respect:** We value, listen to, learn from and appreciate each other, our clients, our board, our donors and our community. We treat every person with dignity. We assume the best intentions in all people, giving everyone the benefit of the doubt. We give feedback directly, respectfully, and with a focus on solutions. We communicate our needs and expectations openly, and do not get angry at others' failures to fulfill expectations we do not clearly set. We carry out conversations and actions in a way that is thoughtful and high in quality.
3. **Inspiration:** We choose to see the potential in every person we meet. We inspire hope and create opportunities that empower. We will strive to be passionate about breaking the cycle of homelessness in those we serve. We will be actively present while on duty for Pathways, whether at the facility, in the community, or at a meeting. We will arrive ready to make a difference in the lives of those we serve.
4. **Excellence:** We will demonstrate exceptional performance and service. We will implement programs that not only meet our mission, but also meet our mission beyond expectations. We will evaluate every aspect of pathways, including our board, employees, clients, and specific programs.
5. **Community:** We are community leaders and advocates for individuals and families experiencing homelessness, and those at risk of homelessness. We will engage in various aspects of the Yankton community and surrounding areas. We will seek out partnerships that will be mutually beneficial. We will encourage collaboration between Pathways and other agencies, businesses or organizations and strive to eliminate the duplication of resources.

Our Mission: to serve the immediate needs of individuals and families experiencing homelessness within the Yankton area while engaging partners in developing long term solutions. The shelter was founded on the belief that everyone deserves a home.

6. **Responsible Stewardship:** We will receive and accept all gifts or donations with enthusiasm and express sincere thanks using appropriate methods. We will demonstrate responsible use of the gifts and donations and provide proof of responsible use. We will provide recognition for donors in a respectful and appropriate manner.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Operations

1. Understands and maintains strict confidentiality for every shelter client.
1. Assist in the development, growth and optimization of the new YTP Program.
2. Oversees the day-to-day needs of participants in the YTP.
3. Manages client flow from YTP, Tier 2 and NBN (With that order of priority).
Completing intakes and case plans for YTP participants and monitoring their progress.
4. Work alongside the Housing Case Manager for youth that will be entering permanent housing.
5. Assist with the ES and YTP intake process and waitlist for those meeting the criteria for those services. Ensure the creation and completion of goals. Seek assistance from the Manager of Financial Programs and Executive Director as needed.
6. Perform weekly check-ins with clients to ensure they are meeting their goals.
7. Collaborates with other local agencies and businesses to fulfill the immediate needs of the client.
8. If a candidate qualifies for Rapid Re-Housing or Homeless Prevention, refer them to the HCM and Manager of Financial Programs to get them enrolled.
9. Monitor the needs of the YTP from a logistics and maintenance standpoint. This includes ensuring residents of YTP are held accountable for reasonable tasks pertaining to the upkeep of the property.
10. Handle the majority of client concerns throughout the day as they arise. Reach out to team as needed.
11. Be open to taking on new tasks as assigned by the Manager of Financial Programs and the Executive Director.
12. Maintains a positive team approach to services by ensuring that all concerns or potential conflicts are addressed immediately with the best interest of the client, solidarity of the staff and the mission of Pathways being a focus over self.

Administrative Duties

13. Keep accurate and complete case notes of time spent working directly with clients for reimbursement purposes.
14. Use Unite US and HMIS to keep an accurate log of clients in shelter and to make referrals to other community resources as necessary.
15. Attend meetings and trainings as requested by the Executive Director.

Hours: Full Time Permanent, 40 hours per week. M-F, hours may vary

Compensation

Wage: \$18/hr

Benefits: \$2,400 annual QSEHRA | 4% employer contribution to a retirement account of employee's choice (allocated monthly) | PTO | Sick Leave | Flex Hours | Maternity & Paternity Leave

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Qualifications

The following are required to be considered for this position:

- Bachelor's Degree from an accredited college or university (BSW preferred)
- At least one year's experience performing case management
- Computer Skills
 - Microsoft Word
 - Microsoft Excel
 - Microsoft Powerpoint
 - G Suite
 - Typing average of at least 60 WPM
- Physical Requirements
 - Generally this position will not require any physical interaction other than what one would normally encounter on a regular basis. However, there may be times when donations or supplies need to be moved. Seldom lifting of 15-30 pounds may be required.
- Emotional Requirements
 - Setting and adhering to boundaries
 - Stress Tolerance
 - Ability to perform well in a fast-moving and sometimes unpredictable environment
 - Ability to stay calm during difficult conversations/situations

Prior experience in the following areas preferred:

- Working with vulnerable populations
- Working in the nonprofit sector
- Case management

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