



NEPA Youth Shelter PO Box 20176 Scranton PA 18502 570.904.7449
nepayouthshelter@gmail.com EIN: 81-3748747 www.nepayouthshelter.org

Case Manager Job Description

Duties and Responsibilities of a Case Manager:

- Assist in the design and implementation of NEPA Youth Shelter's Housing Program.
- Successfully engage Housing participants in developing and implementing their individual goal plans using appropriate developmental strategies and interventions, culturally competent care, and assistance with urgent/emergency/matters as needed, with the goals of stabilizing housing, independence, and life enrichment.
- Interview Participants to assess their situational needs.
- Assess and determine which services and assistance are necessary.
- Meet with participants at least weekly to present life skills instruction and assist them in gaining as much independence as possible.
- Provide quality in-person goal planning, instruction, and casework services according to participants' identified level of needed service.
- Assist with coordination of social services including public assistance, housing, mental health, employment, education, and others as needed.
- Participant supervision and guidance
- Document case history both electronically and on paper
- Generate goal plans with participants and track their accomplishments and provide needed assistance to foster adequate progress.
- Submit all required documentation and maintain all documents both electronically and in paper in participant's file
- Ensure up-to-date participant records in compliance with the Shelter, city, county, state, and federal regulations, and private grant requirements, if applicable.
- Prepare reports and serve as a liaison between Shelter Staff, Board of Directors, families, government organizations, schools, courts, and other essential services.
- Meet with Mental Health Therapist at least every other week to discuss participants' progress
- Planning regular follow-ups to assess progress and additional needs
- Review and modify plans as circumstances change for the Individual



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- Meet with the participants according to program requirements to model and practice independent living skills relevant to housing stability, independence, and life enrichment. This would include, but not be limited to academic and career planning, permanent relationships/mentoring, housing/household maintenance, priority setting, finance and asset management, and health and wellness.
- Represent the program and agency in a professional manner and maintain positive community relationships in a proactive manner, which includes community partners, and community members in general about the NEPA Youth Shelter's Housing Program. This may include being interviewed by media outlets, speaking at functions, and other public relations activities.
- Educate participants about being a tenant which includes apartment searching, property owner and tenant relations, paying rent as required by service description, understanding leases and other contracts, assistance with utility coordination and payments, ensuring adequate food and personal product availability, and navigating gaps that frequently cause chronic homelessness or at-risk homelessness.
- Be a liaison and provide ongoing case coordination with community contacts such as referral/funding sources, children and youth agencies, property owners, probation, school personnel, employers, doctor's offices, etc.
- Address and report any crisis or critical incident to the Executive Director, as well as proper authorities/agencies as needed.
- Provide group activities once a month for Teens at the Center related to becoming independent adults after graduation. Offer individual coaching time for Teens at the Center. Prepare talks on budgeting, banking, savings, finding an apartment & signing up for utilities, Credit Score, buying a car, things to think about before getting a roommate, and more. Other duties as assigned by the Executive Director or Assistant Director.

Other Functions:

1. Understand and adhere to NEPA Youth Shelter policies, practices, procedures, and mission.
2. Participate in weekly scheduled supervision with the Executive Director and be prepared with an agenda.
3. Be available to attend and actively participate in team meetings as well as Board of Directors



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meetings as needed.

4. Attend both external and internal agency training and workshops and complete and pass all required training and clearances as set forth by NEPA Youth Shelter.
5. Complete other related tasks as appropriate or assigned by the Executive director and/or Board of Directors.

Requirements of Position:

1. Minimum of a bachelor's degree in social work, Psychology, Human Services, or another related field.
2. Valid Driver's License (own vehicle may be used; mileage reimbursement provided).
3. Experience working with adolescents, particularly those who are at-risk.
4. Child abuse, FBI fingerprints, and PA State Police background checks are required.
5. Employee orientation, including Mandated Reporter Training, are provided by the Shelter.

Qualifications of Position:

1. Well organized time management, documentation, events for groups of participants at the Teen Center
2. Detail oriented in documentation and group activities
3. Self-starter and able to work autonomously and in groups.
4. Remain accountable for goals as determined by mutual discussion with Executive Director
5. Setting a constructive tone in your relationship with our Participants (Love & Logic responses): 1) show empathy for the Participant's issue, 2) direct questioning of teen about their possible resolutions to their issues, keep ownership of problem with the Participant, 3) provide positive, encouraging and constructive feedback so that they know they are smart and



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capable of solving the issue unless it is necessary to involve the police or Child Line or other persons or entities.

Pay:

\$25 per hour

20 hours per week

NEPA Youth Shelter celebrates diversity and does not discriminate based on race, ethnicity, national origin, gender, gender identity, gender expression, affectional orientation, disability, faith/spirituality/religion (including no faith/spirituality/religion), veteran status, pregnancy, marital status, social class/socioeconomic status, age, or any other protected variables.

Our Housing Program serves youth 18 and older. The Case Manager will report to the Executive Director, and, if necessary, the Board of Directors of NEPA Youth Shelter.