

# new horizons

## Case Manager

Hours: 40 hours per week

FLSA Status: Non-Exempt

### POSITION SUMMARY

New Horizons is looking for an exceptional Case Manager to engage with youth and young adults experiencing homelessness between the ages of 13 and 24. You will join a dynamic direct service team and coach youth to develop their full potential.

Inspired by Jesus' work among the poor, the outcast and the disenfranchised, New Horizons' mission is to partner with these youth as they journey toward a sustainable future. New Horizons is passionate about embracing hope while advocating for young people who encounter trauma and marginalization daily.

### PRIMARY RESPONSIBILITIES

- Affect change in the lives of youth and young adults (YYA) by providing a full range of case management services, including, but not limited to, engagement, assessment, intervention, short-term counseling, goal setting, and referrals for a caseload of 20-30 young people.
- Provide culturally relevant services to marginalized communities, including youth of color, the LGBTQ community, immigrant and refugee communities, and women.
- Assess clients' needs, strengths, and support networks and create service plans featuring youth-identified goals to improve physical, emotional, social and spiritual well-being.
- Develop therapeutic relationships with all YYA during Drop-In and Day Programs while identifying those who would benefit from case management, advocacy, and referrals.
- Support operation of the Drop-In Center, including two on-site shifts per week.
- Contribute to the facilitation of YYA programming, such as therapeutic groups and activities.
- Work collaboratively with housing staff to support residents in working toward goals.
- Command an extensive knowledge of community resources and partner with youth to access resources related to housing, education, legal services, employment, mental health, drug and alcohol treatment, disability services, and government services.
- Partner with local service providers to advance the mission of New Horizons and actively work to eradicate youth homelessness in our community.
- In collaboration with the Director of Client Care, conduct program evaluations to assess program outcomes and continuously improve services for YYA.
- Provide timely documentation and tracking for client files and program activity.
- Provide clinical support to volunteers and staff members.
- Provide on-call support when needed and appropriate.

### KNOWLEDGE, SKILLS & ABILITIES

- Bachelor's or Master's Degree in Social Work or related field. In lieu of degree, 5 years of experience working with homeless or at-risk youth and young adults.
- Non-judgmental and enthusiastic attitude about engaging with young people across the spectrum of religious beliefs, race, ethnicity, culture, sexual orientation, and gender.

- Active understanding and practice with Trauma Informed Care, Positive Youth Development, and Harm Reduction.
- Fluency in Spanish or other foreign language widely spoken in King County is preferred.
- A history of successful teamwork and willingness to roll up one's sleeves to get the job done.
- Proficient within the PC environment including Word, Excel, and Outlook.

Hours: This is an hourly, full-time position that requires some nights and occasional weekends.

Accountability: This is a benefited, 40-hour per week position.

Salary: Salary is commensurate with ability and experience. \$18-\$20.50/hour

Visit [www.nhmin.org/careers](http://www.nhmin.org/careers) to submit cover letter and resumé.