

new horizons

Case Manager

Hours: 40 hours per week

FLSA Status: Non-Exempt

POSITION SUMMARY

New Horizons is hiring 3 housing-focused Case Managers to engage with youth and young adults experiencing homelessness between the ages of 13 and 24. Successful candidates will join a dynamic direct service team and coach youth to develop their full potential, with a strong emphasis on housing solutions.

Inspired by Jesus' work among the poor, the outcast and the disenfranchised, New Horizons' mission is to partner with 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

- Effect 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.
- Specialize in housing solutions for all service users by providing housing assessments, advocacy, and navigation of community resources, contributing to an annual program-wide outcome to house at least 100 youth and young adults.
- Provide culturally relevant services to members of 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 at least 2 on-site shifts per week.
- Contribute to the facilitation of YYA programming, such as therapeutic groups and activities.
- Prioritize availability to shelter residents through presence during evening hours and work collaboratively with shelter and program staff to support all residents with an emphasis on housing solutions.
- 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, tracking, and data input 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.
- Valid Washington State Driver's License.
- 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, including 1-2 weekly shifts ending at 10pm or later.

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

Salary: Salary is commensurate with ability and experience ranging from \$18-\$21.50/hour

Visit www.nhmin.org/careers to submit cover letter and resumé.