



The Kitchen, Inc.

Job Title: Youth Services Case Manager	Department: Compliance & Programs	Supervisor: Youth Services Coordinator
Supervisory Responsibility: No	FLSA Status: Non-Exempt	Employment Type: Full-time

Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

Position Summary:

The focus of Rare Breed Youth Services is to provide a safe and non-judgmental environment where youth ages 13 to 24 feel comfortable accessing services and resources. Case management is focused on developing individualized plans that include the community resources and support systems they need to be stably housed in the community.

Major Areas of Responsibility:

- Remain client focused by utilizing Housing First Philosophy, Trauma Informed Care approach, Motivational Interviewing techniques, and Crisis De-escalation techniques that incorporates these models.
- Maintain the safety of the youth, volunteers, and team members by ensuring behavioral expectations, appropriate policies, procedures are followed, and addressing behaviors before they escalate.
- Focus on the participant's ability to independently address identified barriers either through independent actions or a supportive network that has been designed to assist the participant.
- Engage with participants to build trust where participant is accepting of additional case management beyond having their basic needs met.
- Be knowledgeable of the specific program policies and procedures and complete required documentation to meet any grant requirements.
- Always maintain professional boundaries with participants
- Collaborate with all team members to ensure the overall mission and philosophy of The Kitchen, Inc. is maintained.

Specific Job Responsibilities:

- Responsible for following The Kitchen, Inc.'s policies and procedures along with specific program guidelines.
- Maintain the safety of youth and staff by remaining alert to concerning behaviors on property and reporting concerns to the Youth Services Coordinator when necessary.
- Assist in the production and presentation of life skill groups intended to engage youth and teach healthy life skills and harm reduction technique.
- Represent Rare Breed, a program of The Kitchen, Inc., at community events and in house events.
- Supervise youth and provide crisis intervention utilizing appropriate de-escalation techniques which model healthy conflict resolution.
- Assist in collection, processing, sorting, and stocking, of donations and other inventory.
- Coordinate and provide services that are safe, timely, effective, efficient, equitable, affirming, and client centered.
- Work with other program agencies to incorporate all aspects of a care plan when necessary.
- Work with youth to assure that they are making informed decisions regarding their care and advocate for the client's right to their own care.



The Kitchen, Inc.

- Intake and assessment, identification of barriers to housing, referral to community resources, referral to benefits and/or employment, and development of the housing stability plan.
- Be knowledgeable of the specific program policies and procedures and complete required documentation to meet any grant requirements.
- Explore and Resolve client ambivalence towards planning and goal achievement.
- Keep client well informed about all aspects of their program.
- Maintain case notes using the BIRP format and enter within one (1) business day of meeting.
- Focus on using Critical Time Intervention model
- Collaborate with clients to create personal goals specific to participant needs focusing on client's strengths and barriers to accomplishing set goals.
- Perform program Entry, Recertification, Exit and all other assessments required by program guidelines.
- Obtain signed releases of confidential information in order to effectively advocate for participants with other agencies and providers.
- Provide crisis intervention, as needed, or advised by the Youth Services Coordinator
- Assist clients in tasks required to obtain/achieve housing stability which may include paperwork for state, federal, or other social/local programs.
- Maintain work location in a clean, organized, and safe manner that models expectations for participants and represents The Kitchen, Inc. in a positive manner.
- Assess participant(s) to identify any immediate basic needs that may be met with resources at the center and assist participant in accessing those resources.
- Focus on engaging with participants while modeling appropriate professional behavior that encourages the development of trust and empowers the participant to seek out case management.
- Case Management is geared at encouraging participants to develop individualized plans that are focused on what they need to obtain and/or maintain stable housing in the community without assistance.
- Assist participants in identifying and accessing community resources that address their specific needs.
- Maintain appropriate case notes/records using the current HMIS or approved method if participant is not in HMIS.
- Complete assessments utilizing the current forms and entering data in HMIS in the time required.
- Conduct regular home visits (expectation is weekly visits) with youth housed through Rare Breed and check for health and safety issues that would affect their lease and their ability to remain stably housed.
- Obtain signed releases of confidential information to effectively advocate for Participant(s) with other agencies and providers.
- Enable participant(s) to take responsibility for their progress, acting as an advocate and facilitator.
- Assist participant(s) in tasks required to meet their stability plan including assisting in completing any necessary paperwork and monitoring their progress.
- Transport participants where you would be acting as an advocate, and they are unable to arrange other transportation.
- Check with Coordinator(s) or Director before allowing unknown or unscheduled individuals or groups to interact with participants.
- Maintain Outlook calendar of any work-related appointments that is shared with the Youth Services Coordinator.
- Attend all team meetings and trainings or obtain approval from your supervisor or meeting organizer to schedule a time to review information discussed.



The Kitchen, Inc.

- Assist in participant moves and cleanouts, as necessary.
- Abide by Mandated Reporting of Abuse and Neglect Guidelines
- Other duties as assigned.

Job Requirements:

Education and Experience

- Bachelor's degree preferred or Associate's degree required, in the Human Service field
- One to two years' experience in the Social Service field or experience that can be related to providing Case Management.
- Experience working with individuals who have mental health and/or substance use disorders is a plus.
- Working knowledge of Housing First Philosophy, Trauma Informed care, Motivational Interviewing, Critical Time Intervention, Progressive Engagement a plus.
- Experience utilizing de-escalation techniques preferred.

Abilities and Competencies:

- Job Knowledge – Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; displays understanding of how job relates to others.
- Strong Desire for Continuous Learning – Seeks feedback to improve performance.
- Problem solving – Identifies and resolves problems in a timely manner.
- Excellent Participant Service – Manages difficult or emotional Participant situations; responds promptly to Participant needs; responds to requests for service and assistance; meets commitments.
- Communications – Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Compassion - Understanding of and compassion for homeless and disadvantaged persons.
- Confidentiality - Demonstrate understanding and ability to maintain confidentiality in all settings.
- Conflict Resolution & Cooperation – Exhibits tact and consideration; works cooperatively in group situations; works actively to resolve conflicts.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time.
- High Adaptability – Adapts to changes in the work environment; manages competing demands. Ability to rapidly switch between projects.
- Ability to maintain a high personal Ethical Standard – maintain clear ability to discern between right and wrong behavior, always act in a manner that supports strong ethics and embody the right choices, the ability to hold ones self-accountable and maintain honesty at all times.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.
- Professionalism - Ability to promote participant self-determination; maintain healthy professional boundaries.
- Quality – Demonstrates accuracy and thoroughness.
- Respect - Respect for others, social justice, and diversity.
- Safety and Security – Observes safety and security procedures, reports potentially unsafe conditions.
- Ability to write routine reports and correspondence.
- Ability to apply “common sense” in understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situation.



The Kitchen, Inc.

- Demonstrated ability to work independently while still working as part of a multidisciplinary team including Social Services, employers, health care providers, Probation and Parole, Court System, etc.
- Excellent organizational and time management skills

Other

- Valid Missouri Driver's license and ability to obtain Class E Missouri Driver License within 30 days of hire date.
- Be approved as a driver by The Kitchen, Inc.'s insurance carrier and maintain it.
- Must pass background check and pre-employment drug screen.
- Must complete Food Handlers Safety Training through Ozarks Food Harvest within 30 days of hire date.
- Must complete Mandated Reporter Training within 30 days of hire date.
- Must obtain and maintain user credentials for ICA HMIS in accordance with ICA guidelines.
- Section 3 applicants encouraged to apply.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is:

- Regularly required to speak and hear via the phone or in person.
- Frequently required to stand; walk; reach with hands and arms.
- Often required to sit for long periods and use hands to finger, handle, or feel.
- Occasionally climb or balance and stoop, kneel, crouch, or crawl.
- Occasionally lift and/or move up to 25 pounds.
- Specific vision abilities include close vision, and regular use of computer monitor.

Signature

Print Name

Date