



FLSA Status: Non-exempt

Case Manager – Youth Programs Aftercare

Summary of Position: The After Care Case Manager provides case management services to a caseload of youth participants in our Youth Services Program with the goal of improving well-being, permanent connections, safe and stable housing, and education and employment.

Specific Duties:

Case Management:

- Meets with assigned caseload in Youth Aftercare Program providing case management, service planning, support, life skills education, and connecting participants to community resources.
- Works closely with youth to maintain their housing including working with landlords/property owners, helping with housing searching and placement, and connecting youth to housing resources.
- Builds rapport and relationships with youth in all youth programs so they have a relationship when graduate to aftercare services.
- Service plan with youth around their goals in aftercare and facilitate any resources and referrals needed to reach goals.
- Teaches youth how to properly organize and maintain household, basic safety skills, routine home maintenance and grocery shopping.
- Teaches practical financial skills, including developing a household budget, paying bills in a timely manner, and opening and maintaining a bank account.
- Assists with coordination and facilitation of youth participants individual and group sessions.
- Transports youth to appointments as needed.
- Maintains contact with other service providers and participates in planning and service coordination meetings as needed.
- Advocates to ensure participants receive fair and consistent services and public benefits.
- Works with youth around educational goals and IEPs and attends school meetings as needed.

Administrative:

- Maintains participant files and prepares reports and other documentation accurately and in a timely manner.
- Utilizes and enters client information into HMIS system.
- Assists with intakes, move-ins and discharges.
- Attends weekly and, as needed, team meetings and case review as well as monthly staff meetings.

Other:

- Works constructively in a team setting and builds relationships with other team members.
- Implements trauma-informed care and harm reduction best practices.
- Adheres to the Code of Conduct and Core Values for Connections for the Homeless.



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- Performs other duties as assigned.

The following qualifications are requirements for the position:

- Experience working with homeless youth and youth impacted by trauma.
- Valid Illinois Driver's License and must be insurable under agency policy
- Flexible schedule—able to work some evenings and weekends.
- Able to work independently and with diverse populations and able to meet clients in their homes.
- Good speaking, writing, and interpersonal skills.
- Computer literacy in Microsoft Word and Excel and in client database usage.

The following qualifications are highly desirable:

- Bachelor's degree
- English/Spanish bilingual

Other requirements:

- Must be able to submit to a background check
- Must have evidence of a recent TB screening or complete a TB screening with Connections

Reports to: Youth Programs Manager
August, 2021