

Position Description

Justice-Involved Youth Case Manager

Job Summary

The Case Manager provides high-touch, wraparound case management services to individuals ages 16 and older, with a strong emphasis on serving opportunity youth ages 16–24. This role is essential to the successful recruitment, enrollment, engagement, and sustained participation of individuals in a holistic education and workforce development program. The ideal candidate will have experience working with individuals who face barriers to employment, including justice-involved youth and adults, those experiencing housing or financial instability, and young people with a history of school disciplinary issues, suspensions, or alternative school placements.

This is a full-time, exempt position within an adult education and workforce training program dedicated to supporting unemployed and underemployed community members. Standard hours are Monday through Friday, 8:00 AM to 4:30 PM; however, flexibility is required to support occasional evening or weekend events, workshops, or agency-wide initiatives.

Agency Mission: West End Neighborhood House's mission is to assist individuals in achieving self-sufficiency, reaching and maintaining their maximum potential, and living responsibly and harmoniously in a healthy community and a complex world.

Essential Duties and Responsibilities: These duties and responsibilities are performed on a frequent and recurring basis by an incumbent and include the following:

Case Management & Employment Services

- Assist with the development and execution of new and expanded education and employment programs in a collaborative, fast-paced environment that prioritizes high-quality, youth-centered services.
- Coordinate intensive case management and wraparound services to help participants overcome barriers and remain actively engaged in program activities.
- Conduct intake interviews to assess participant needs and connect them to internal and external support services such as housing assistance, mental health resources, transportation, and childcare.
- Develop and maintain Individual Service Strategies (ISS) for each participant; review and update action plans at least monthly to reflect progress toward educational and employment goals.
- Monitor and track student attendance, engagement, credential attainment, and employment milestones.

- Enter and maintain accurate, timely, and comprehensive participant data in the designated case management/data tracking system, ensuring compliance with grant and organizational requirements.
- Create, manage, and audit participant files to ensure completeness and accuracy:
 - Collect, verify, scan, and upload eligibility and support documentation.
 - Document all communications, services provided, and progress updates through detailed case notes.
- Maintain consistent contact with participants to promote engagement, track progress, and provide ongoing support; conduct outreach to re-engage disconnected youth.
- Assist with identifying, coordinating, and tracking employment, internship, and post-secondary placement opportunities for participants; provide follow-up services for one year after program exit.
- Capture, track, and report on key performance indicators and outcomes required by the HOPES grant and internal benchmarks.
- Ensure a safe, welcoming, and organized program environment that reflects trauma-informed customer service practices.
- Maintain up-to-date knowledge of internal agency resources and external partner programs to effectively refer participants and align services with their goals.

Community Outreach and Education

- Participate on relevant community **coalitions and committees** related to target populations.
- Represent the organization at **volunteer and resource fairs** related to the program, as needed
- Promote **awareness** of the agency and its mission in the community.
- **Network** with businesses, schools and government offices to identify resources and develop partnerships; strengthen service delivery; develop programs; address community needs, and promote volunteer group involvement in program implementation.

Note: Please be advised that this is not an exhaustive list of duties and responsibilities.

Job Requirements:

Education: Bachelor's Degree in psychology, counseling, social work, human service, or related field.

Experience: At least 3 years of experience in case management or similar field.

Special Requirements:

- A satisfactory criminal background check at time of appointment and throughout employment in this position.
- Valid Driver's License and acceptable driving record at time of appointment and throughout employment in this position.

Physical Tasks and Working Conditions Include the Following:

The physical demands described in the job description 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.

Work is performed in an office. Office work requires sitting for periods of time and the use of a computer, keyboard, and screen. The incumbent sits, stands, walks, kneels, crouches, twists, climbs stairs and inclines, reaches, bends, grasps, pushes, pulls, and drags. The incumbent must be able to move about to conduct home visits, facilitate workshops, access files, operate equipment and office machinery, and lift and carry boxes weighing up to 30 pounds. If the incumbent drives a vehicle on company business, he/she must be able to meet the physical requirements of the driving class and have mobility, vision, hearing, and dexterity levels appropriate to the duties to be performed.

Equipment Use: Telephone, copier/scanner, computer/laptop (Microsoft Office Applications), fax machine, tablet, projector.

Mental demands: Solve problems, make decisions, exercise sound judgment, interpret data, organize, write, plan, prioritize, communicate clearly, de-escalate situations, model respectful non-abusive behavior, critical thinking, critical reasoning, attention to detail, ability to recall, work as a member of a team, and speak in public.