



## JOB DESCRIPTION

### **Youth Case Manager**

#### **Full-Time Position**

**Salary Range: \$40,000-\$50,000 (based on experience and education)**

**FLSA Status: Exempt**

### **Job Purpose**

The Youth Case Manager functions as an integral team member, reflecting the essential value that youth, peer, and ally partnerships provide the organization's strength and uniqueness. The Youth Case Manager works to ensure their duties align with the values and mission of Zebra Youth. This position provides direct youth-centered and strengths-based case management to LGBTQ+ youth, primarily those experiencing homelessness. The purpose of the Youth Case Manager position is to deliver a multitude of functions to provide housing to reduce youth homelessness among our population.

### **Duties and Responsibilities**

- Works directly with youth to determine areas of need, set goals, and develop a case management plan.
- Completes intakes and needs assessments for youth wanting to access case management services.
- Housing room checks, random substance screens, and house meetings for youth in housing.
- Builds authentic, caring, and affirming relationships with Zebra Youth members.
- Coordinates with other community agencies to facilitate the accomplishment of case management goals, including housing and economic empowerment.
- Conducts follow-up meetings with clients through home visits and office appointments to assess the progress of case management goals and identify areas requiring further assistance.
- Provides a trauma-informed and anti-oppression approach to youth, colleagues, and self.
- Provides advocacy, crisis de-escalation, and ongoing support.
- Maintains contact with service providers to ensure clients' needs are being met.
- Provides youth flexible, responsive case management that addresses their variety of needs including accessing shelter; obtaining identification; enrolling in high school, GED programs, and college; navigating financial aid; accessing



public benefits; connecting to health, mental health, and substance abuse care; accessing childcare; connecting to employment and permanent housing; and other supports.

- Provides support at Zebra Youth's Drop-in Center (Drop-in hours 3-5, Monday through Friday)
- Works with the Zebra Youth team to regularly develop and update policies and practices to best meet the needs of youth and honor our values.
- Works closely with the Zebra Youth team to study and continually develop our trauma-informed/resiliency/strengths-based approach to our work, practiced through the race equity lens.
- Has an understanding of the needs of working with LGBTQ+ youth, emphasizing the trans and non-binary population.
- Records and compiles statistical data on clients.
- Performs other duties as assigned.

## Qualifications

- A minimum of an undergraduate degree in Social Work, Psychology, Counseling, or a related field is required.
- A minimum of one year of case management experience, preferably working with youth.
- Understanding and familiarity with housing and homelessness systems.
- Experience, ability, desire, and commitment to working with LGBTQ+ youth.
- Ability to provide effective and immediate crisis intervention for clients.
- Ability to facilitate support groups.
- Ability to communicate effectively both orally and in writing.
- Basic to intermediate computer and data entry skills.
- Ability to provide leadership in a work and community setting.

## ABOUT ZEBRA YOUTH

### MISSION

Empowering LGBTQ+ youth to thrive

### VISION

A community where all LGBTQ+ youth feel safe and empowered

### CORE VALUES

- We value youth and their unique voices, dignity, and resiliency.
- We advocate for social change to advance justice, inclusion, diversity, and equity.



- We believe that feeling safe is essential to well-being.
- We have the courage to innovate and collaborate.
- We are transparent in our work.

### **EQUAL OPPORTUNITY**

Zebra Youth is an Equal Opportunity employer. We actively seek applications from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, HIV/AIDS status, pregnancy/childbirth, and related medical condition, age, marital status, or veteran status.