



**Job Title:** Case Manager/Navigator (CMN)

**Status:** Full Time

**Reports To:** Program Manager, Deputy Director

**Salary:** \$50,000 - \$60,000

**Job Summary:**

Under general supervision of the Program Director, and in collaboration with other YA programs, the Case Manager/ Navigator (CMN) will develop and manage a comprehensive youth development program for school age and transition age youth. As CMN, this individual will be responsible for coordinating the development and implementation of an in school or out of school youth program that promotes youth leadership development, health and wellness, positive relationships, and educational and economic success. Using a relationship based outreach model within a framework of youth development, culturally responsive family and personal healing, and social equity, the CMN will engage, empower, and coalesce resources. The CMN will be responsible for providing youth leadership and prevention activities in and out of school, facilitating support groups, street youth outreach, assisting clients and their families by connecting or creating services in Santa Clara South County and San Benito County, including but not limited to; intensive contact with clients, referrals to other programs/agencies, crisis intervention and assessments, outreach events and conducting/coordinating community education. Ensures that the entire case management process, assessment and evaluation, planning, authorizing, advocacy, monitoring, reviewing and associated documentation are completed.

**TYPICAL RESPONSIBILITIES AND DUTIES:**

1. Assesses client needs and resources, including the identification of needs for and referral for professional services. Develops and/or implements individual service/treatment plans and monitors progress.
2. Work with executive leadership and staff to design a cohesive and comprehensive youth development program for underserved, high need youth 'at-promise'
3. Develop and implement planning and project management processes to ensure the effective coordination and integration of the programs and resources of pro-social, educational, and youth leadership development opportunities.
4. Provide resources, training, and day-to-day supervisory support necessary for program staff and volunteers to effectively implement the programs.
5. Collaborate with youth services and after school management team to ensure the effective coordination of program schedules and related events for youth and families.
6. Foster relationships among local schools, universities, businesses and other community youth and education programs to enhance the development of youth clubs and leadership/empowerment programs.
7. Maintains collaborative relationships with appropriate community organizations.

8. Provides supervision, protection, and care of children and youth individually and in groups at all times. Sets limits for appropriate behavior.
9. Works with youth leaders to create and implement educational outreach and prevention activities to develop youth leaders and advocate for social justice issues using technology, media/social media, art, performance art, events, campaigns, etc.
10. Conducts screening, intake and psychosocial assessments as needed to determine needs and goals of the participant.
11. Serves as primary contact for assigned youth and works directly with other case managers and youth intervention specialists.
12. Provides educational and support services to clients and families in individual and group settings.
13. Completes client records and other required documentation in accordance with program and agency regulations, payer and regulatory requirements.
14. Provides mentoring, advocacy, crisis intervention and referral services for assigned clients.
15. Attends team meetings and training as required. Assist with funds development for educational programs and youth programs
16. Performs first aid in emergency situations.
17. Responsible for conducting outreach and recruitment/engagement of youth and young adults.
18. Provides transportation in personal or agency vehicles, including but not limited to the transportation of clients and or program supplies.
19. Available to work evenings weekly and weekends as determined by youth and community need.
20. Other duties as assigned or required.

**MINIMUM QUALIFICATIONS:**

A. Education and Experience: BA degree or equivalent and one year of leadership and management experience in a youth services, family support or K-12 educational setting.

B. License: A valid California driver's license, current car insurance and a good driving record as documented by a DMV report.

C. Knowledge and Skills: Relationship management skills and experience in fostering a team approach to youth development and creating collaboration among partner organizations in youth development. Ability to articulate a vision about preparing youth for the future—from social, economic, cultural and personal perspectives—to partners, funders and the community. Highly positive and enthusiastic style capable of motivating others. Skills and energies to build a team and lead effective staff and youth development and training. Basic understanding of treatment and rehabilitation techniques; general knowledge of community resources; tact and diplomacy; exercise good judgment and act calmly in emergency situations; implement, monitor and support developmental growth and the recovery processes; and an ability to work effectively with people, including persons differing in value systems, LGBTQ, ethnicity, cultural backgrounds, language capabilities and disabilities; ability to work within a program structure. Knowledge of the needs of the target population. Spanish bilingual/bicultural preferred.

D. Special Requirements: Must be able to obtain program specific certifications and receive a criminal records clearance as required by specific programs, licensing regulations and Youth Alliance practices. Must be able to obtain CPR and First Aid certification.

E. Physical Requirements: The following are required in day-to-day performance of the duties of this position: Standing, Walking, Pinching and Finger Flexion, and Visual/Auditory Acuity are required constantly (over 2/3 of the workday); Lifting, Carrying, Pushing, Pulling, Bending, Stooping, Crouching, Kneeling, Twisting and Sitting are required occasionally (under 1/3 of the workday); Balancing, Climbing and Crawling are generally not required.

**By signing below, I acknowledge that I have received a copy of my job description. I understand it is my responsibility to review this document and discuss any questions with my manager.**

Name: \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_

Position open until filled. We will be reviewing applications as they are received.

*Youth Alliance provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, ancestry, national origin, age, marital status, military or veteran status, sexual orientation, religion (including dress and grooming), sex (including pregnancy, childbirth, breastfeeding and/or related medical conditions), disability (including physical, mental, and/or HIV/AIDS status), gender (including identity and expression), genetics, or request for FMLA (if applicable). Youth Alliance complies with applicable state, federal, and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. Youth Alliance strongly encourages people of color, women, and LGBTQ applicants to apply.*

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