



CASE MANAGER – YOUTH OF PROMISE BILINGUAL(ENGLISH/SPANISH)

POSITION DESCRIPTION:

As a member of the Youth of Promise (YOP) Program team, the YOP Case Manager will provide case management services. These services include: supporting student progress through monitoring, advocacy with school and services as needed and referring students and families to external resources. The Case Manager communicates with students weekly, reviewing progress on personal plans and goals. The Case Manager will also participate in coordinating trips and activities for youth and families.

The position's coach is the Director of Research and Evaluation.

PRIMARY RESPONSIBILITIES:

- Through regularly scheduled in-person, telephone and electronic contact, ensure that youths are feeling safe, connected and demonstrating positive youth development indicators.
- Monitor youth progress toward meeting academic and personal goals; provide encouragement and support as needed.
- Identify and connect youths to external resources that support youths in achieving their goals.
- Support monitoring of mentor-mentee matches.
- Record data collection and documentation of interactions with youth on a daily basis.
- Encourage mentees, parents and mentors to participate in program engagement activities.
- Build and maintain positive relationships with partners, including target middle and high schools, Pasadena Fire Department, Pasadena Police Department and others.
- Support the completion of funder reporting and evaluation requirements.
- Identify and recruit high-need, high-risk youth to the YOP program.
- Enhance and maintain a mutually supportive team environment at the Flintridge Center that inspires optimum results, fosters cross-functional involvement in

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programs, fund development, outreach and back office, and leads to the achievement of the Flintridge Center's strategic plan and identified benchmarks.

- Participate fully on the team.

- **Other Essential Duties and Responsibilities Include:**

Maintaining confidentiality and discretion.

Appearing for work as scheduled, making sure that the Director of Research and Evaluation is notified in advance of any anticipated time out of the office, or otherwise being available when needed by Coworkers.

Interacting effectively and cooperatively with Coworkers.

Understanding and following written and verbal work rules, policies and procedures.

Accepting constructive criticism positively.

Attending in person and virtual conferences, seminars or workshops, as needed that may require travel by car or air.

Driving and other related duties, as needed.

- **Perform other duties as discussed by the team with coaching from the Director of Research and Evaluation.**

POSITION REQUIREMENTS:

- **Educational/Professional**

The Case Manager must have a minimum of 2 years college and a strong commitment to and experience working with youth (ages 11-19) in high-need, high-risk circumstances.

The Case Manager should have knowledge of/willingness to learn principles of youth development, mentoring and trauma informed care.

- **Characteristics**

Must have the ability to build relationships with youth and parents.

Must demonstrate unquestionable maturity and discretion, have strong and effective teamwork skills that are compatible with the organization's approach to teamwork, and must be flexible, positive, responsive and patient.

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Must have exceptional interpersonal skills, reflecting understanding, empathy, appreciation and respect for diverse perspectives and ideas.

Must have a temperament that is flexible, detail-oriented, outgoing, energetic, persistent, thoughtful, curious, humble, service-oriented, creative and responsible.

Must use initiative, be self-motivated, and have the ability to work independently and collaboratively.

- **Computer Skills**

The Case Manager must be proficient in Microsoft Office, Outlook, using internet resources for research and comfortable learning new software programs.

- **Communication Skills**

The Case Manager must have demonstrated sensitivity to the work of grassroots community efforts and be able to communicate professionally and sensitively with individuals from culturally, ethnically, educationally, and economically diverse backgrounds, both orally and in writing.

The Case Manager must have excellent composition, spelling and grammar skills.

- **Organizational Skills**

The Case Manager must have effective time- and project-management skills, exceptional organizational and follow-up skills, and the ability to work on multiple ongoing projects simultaneously.

- **Analytical Skills**

Must have well-developed analytical and critical-thinking skills, exacting attention to detail, and creative problem-solving skills.

- **Physical**

While performing the duties of the job, the Case Manager is regularly required to walk and to stand, to sit at a desk while working on a computer, to talk and hear when working with others—either on the phone or in person—and to reach with hands and arms when working on the computer keyboard, filing, using the phone or doing a variety of other tasks. The Development Associate must also be able to occasionally stoop, kneel, crouch, walk, climb stairs, and lift, carry and balance items weighing approximately 25 pounds. Must have a high energy level to handle multiple ongoing responsibilities.

Specific vision abilities required by the job include close and distance vision, color and peripheral vision, depth perception, the ability to adjust focus, and hand-eye coordination.

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Must have reliable transportation and be able to travel by car, as necessary.

- **Other**

Regular and predictable attendance and proper notification/communication in the event of absence or tardiness are essential functions of this position.

Must be able to work occasional evenings and weekends.

The Case Manager must maintain a motor vehicle report with no more than two (2) incidents within the past three (3) years. For the purpose of obtaining insurance coverage for Flintridge drivers, incidents are defined as either two (2) tickets, two (2) traffic accidents, or one (1) ticket and one (1) traffic accident.

Must maintain a valid driver's license and proof of automobile liability insurance for this position.

ENVIRONMENT:

The Case Manager works in a variety of environments, including offices, convention or meeting center spaces where nontoxic odors may be present, and outdoor environments where the noise level can vary from quiet to moderate, and where the temperature can vary.

OTHER FUNCTIONS:

- **Diversity in the Workplace**

The organization's goal is to maintain a diverse workforce, and Flintridge actively promotes and embraces this objective. The organization expects its Coworkers to support this policy.

- **Safety in the Workplace**

The Case Manager is responsible for making sure unsafe practices or unsafe areas are brought to the attention of the Safety Administrator or the President for immediate resolution.

DISCLAIMER:

The contents of this position description are not intended to alter the at-will status of all employment or to create any expectation of employment for any period of time. Also, additional duties may be assigned for either temporary or longer periods, as long as they are within the scope and nature of the purpose of the position. Coworkers are expected to comply with any and all reasonable requests made by the President and/or be able to discuss any objections to a request with the President.

Position Description

APPROVAL: Flintridge Center

By: _____
Jaylene Moseley
President

By: _____
Lisa Wilson
Director of Evaluation and Research

ACKNOWLEDGEMENT:

I have received a copy of this Position Description.

X _____

PLEASE PRINT NAME

TODAY'S DATE