



**TITLE:** YOUTH CASE MANAGER (JUVENILE JUSTICE CAMPUS SITE)

**CLASSIFICATION:** Full-Time, Non-Exempt, and Hourly

**DEPARTMENT:** Program Services

**REPORTS TO:** Director of Operations

**SALARY RANGE:** 35 hours weekly; \$18.50/hour

**HOURS:** Variable; primarily between 12:00 p.m. - 9:00 p.m. on weekdays, some morning meetings and Saturdays.

**PRIMARY FUNCTION:**

The Youth Case Manager will be working with staff providing youth pre-release and post-release services for youth (male and female, ages 12-18) transitioning from the Fresno County Juvenile Justice Campus facility to the community (family/caregiver homes or short-term residential therapeutic centers) through Boys & Girls Club programs and services. The Youth Case Manager will work with the Boys & Girls Clubs of Fresno County, Fresno County Probation and other supporting agencies; to best serve the youth and their support network for a successful transition. The Youth Case Manager will develop a case plans, make necessary referrals and will be responsible for upholding the case plan and reporting on the youth’s progress. Services will include social and life skill building, vocational and career development. Educational programming including character development, leadership, and recreational opportunities.

**KEY ROLES:**

- Leadership
- Strategic Planning
- Program and Service Management
- Partnership Development
- Teamwork
- Supervision
- Relationships
- Policies & Procedures
- Documentation & Reports
- Attendance
- Programming
- Activities
- Club Safety

**EXAMPLE OF DUTIES:**

- Communicate the vision, mission, and program objectives of Boys & Girls Clubs of Fresno County and the national movement to staff, parents, members and the community served by the Club.

- Establish a regular work schedule
- Planning and implementing the Club programs to meet specific grant requirements as approved by the Unit Director
- Attendance at all staff meetings and required trainings.
- Complete the Youth Development Professional courses on BGCA Spillet University.
- Ensure members receiving program services and support.
- Maintains and updates MTS making changes, additions, and deletions as needed.
- Assists with coordinator a variety of schedules and files for providing accurate information in compliance with Boys & Girls Club policies.
- Develop case plans youth for a successful transition of the youth from juvenile incarceration to their home in the community.
- Provide ongoing case management, various screenings, and referrals as needed
- Conduct assessments and aggregate information and/or enter data into MTS
- Track all services rendered and client outcomes.
- Provide support with community referrals to ensure all needs of youth are being met
- Attend relevant trainings, workshops and community meetings
- Work with Fresno County Probation and Office of Education
- Be responsive, consistent, and reliable with all members, staff and partners
- Maintain up-to-date, well-organized, and accurate case files and records
- All other duties as assigned
- Able to effectively communicate the benefits or program enrollment
- Excellent verbal and written communication skills and organizational skills
- Demonstrated computer skills including, but not limited to: using databases, use of Microsoft Office and Email
- Demonstrated Customer Service Skills
- Ability to develop and maintain professional working relationships with management, co-workers, partners and public
- Ability to work under pressure and handle multiple tasks simultaneously
- Knowledge of available resources within the community for the client population
- Ability to work with youth, young adults and families who face multiple risk factors, barriers and have had justice and/or child welfare involvement
- Ability to speak with clients one on one and to speak to large groups of people which may include public presentations and facilitating workshops
- Ability to think critically and identify opportunities, challenges, needs and prioritization of work to meet mandatory outcomes of program and organization
- Must exercise good judgement and have experience working on projects with specific goals and outcome measurements
- Must be organized and be able to connect program and client needs to other services, may need to think 'outside the box' and brainstorm with staff and partners to fully meet members needs
- Have a basic understanding of the child welfare and justice systems and ability to learn to navigate both systems on behalf of youth
- Bi-lingual a plus
- Provide direct supervision of members age 6-18.

