



JOB ANNOUNCEMENT

Job Title:	Housing Case Manager
Job Number:	19-106
Location:	Colorado Springs
Department:	Outreach
Reports to:	Program Supervisor
Supervises:	None
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt

COMPANY OVERVIEW

Urban Peak Colorado Springs emergency shelter, is a 20 bed facility for youth ages 15 through 20. At the shelter, youth have their basic needs met—from meals to personal hygiene—in a safe environment. Beyond basic needs, youth at shelter receive intensive case management, health services, and education & employment support, which are all designed to empower each individual youth build toward self-sufficiency based on their own identified goals and needs. Youth can also participate in a variety of life skills classes, the bike program, and take part in activities in the community, which range from hiking trips to volunteering.

The youth served at the shelter come from a variety of backgrounds, and we strive to be a safe community for all youth, regardless of race, ethnicity, national origin, religion, class, educational background, sexual orientation, gender identity, or ability status.

JOB SUMMARY

Under the supervision of the Program Supervisor, the **Housing Case Manager** will be responsible for the supervision of youth's independent living situation. This position is responsible for providing program services that are appropriate and effective for youth living in apartment units, other subsidized housing or independent living arrangements. Duties include supervision of youth, case management, youth assessments, crisis phone counseling, client documentation, data collection and ensuring that the program is facilitated in a manner that accommodates youth's physical and emotional safety and the delivery of services that are trauma-informed, appropriate and effective. This position is responsible for transitioning youth into a housing program in collaboration Property Managers, Leasing Clerks and other agency staff. The person will need to attend regularly scheduled housing meetings, case management and teamings as well as other related trainings and program meetings, local community meeting and resident council meetings. Holiday and on-call coverage is also required. This position will ensure that interactions, interventions and environments at Urban Peak are trauma-informed and emphasize the physical and emotional safety of youth and staff.

QUALIFICATIONS

- A Master's degree in social work, psychology or a related field and a minimum two (2) years' of experience working with youth; or a Bachelor's degree in human services or related field and a minimum three (3) years' of experience working with youth; or high school diploma or equivalent with a minimum five (5) years' full-time experience working high-risk youth
- Experience in providing trauma informed care or willingness to adapt this approach is required
- Experience, competence, sensitivity and ability to connect well and work effectively with the homeless youth community, especially youth who identify as LGBTQ, or are often difficult to engage, mentally ill, addicted to substances or otherwise impaired
- Skill in oral and written communications

- Skill in negotiating and mediating, particularly in sensitive situations as well as some skill in crisis intervention and de-escalation
- Able to communicate effectively with a diverse population
- Able to make independent judgement and sound decisions using available information while maintaining appropriate confidentiality
- Able to function as a member of a multi-disciplinary team and work with collaborating agencies
- Able to manage tasks and activities in an environment that's sometimes includes conflict and chaos
- Must be team-oriented and able to coordinate with various departments and staff
- Must be computer proficient and possess experience of Microsoft Office Suite (e.g. Outlook, Word, PowerPoint, and Excel)
- May be required to obtain QMAP certified or eligible for QMAP certification
- Must be insurable as a driver on Urban Peak's auto liability policy in order to conduct business on behalf of the agency and/or transport youth using an Urban Peak vehicle and an approved personal vehicle
- Must pass both federal and state background checks
- Must pass pre-employment TB screening
- Attendance and punctuality are basic job requirements in this job description

JOB DUTIES

General Job Duties

- Actively represent Urban Peak in the community to persons interested in the issue of homelessness for education, funding, and advocacy purposes
- Works collaboratively with shelters to identify homeless persons living in the shelter that need assistance accessing services and housing
- Attends all required staff meetings and client reviews, being prepared to address client issues.
- Assists in conducting yearly Point In Time survey
- Attends professional trainings as required
- Accompanies youth on group outings (e.g., DMV, movies, and other recreational activities)
- Educates and trains volunteers in all aspects of working with youth who are homeless or at high risk of homelessness
- Actively engage youth on the streets, in the shelter, and other Urban Peak programming
- Accountable to all defined outcomes, both individually and team level
- Provide HIV & HEP C testing to Urban Peak clients
- Track and maintain supplies, as well as place orders, arrange for pick-up, and communicate clear standards of proper use and storage of these items

Case Management

Intensive case management as a major component to this position includes:

- Meet with assigned youth to obtain history and maintain paper-work and files
- Develop individual case plans and after-care plans for youth to achieve goals
- Provide personal interest and attention to each youth, remaining sensitive to the need to help each youth develop socially, emotionally, and intellectually
- Provide guidance to youth that is based on the principles of trauma-informed care and positive youth development
- Provide weekly sessions with each youth participant to review progress toward contracted objectives, revise plans, and provide support and accountability
- Conduct Team Meetings, called "teamings," with persons involved with youth on their case-load
- Act as a positive role model in furtherance of the aims of Urban Peak's goals
- Attend all required staff meetings and client reviews being prepared to address client issues
- Collaborate with other agencies for health service delivery needs
- Work with parents, legal guardian, and family members towards appropriate family reunification
- Attend professional trainings as required

Youth Supervision

- Provide supervision for youth involved in the Housing Program while providing support supervision and programming for all youth
- Ensure client safety, provide appropriate and effective services
- Employ elements of Positive Youth Development and Trauma-Informed Care throughout the Program

Assessments

- Assess the level of need and intent of the youth and make recommendations regarding youth's involvement at Urban Peak
- Establish plans with youth, ensure follow through, and make appropriate referrals

Documentation & Program Compliance

- Maintain thorough and accurate client files; ensure client confidentiality; communicate clearly and effectively to other staff members regarding client; collect and maintain ongoing and accurate data; enter data on computer database as well as in client record; track client services and accurately input data collected on a daily, weekly, and monthly basis in Urban Peak's database (Adsystech).
- Assist Deputy Director/Director of Programs in paperwork and documentation maintenance needed for compliance with housing program regulations
- Assist with preparing required reporting for the housing program

WORK SCHEDULE

This is a 40 hour a week position, which could include weekend hours, as well as coverage for several holiday shifts annually. Requires some flexibility to attend meetings and cover shifts as needed, being on-call for client emergencies and serving as on-call staff on a rotating basis throughout the year.

COMPENSATION & BENEFITS

The starting hourly rate for this position is \$16.83. Our benefits package includes life, disability, medical & dental insurance, 403(b) plan, paid time off, sick time bereavement time, jury duty, and holidays.

TO APPLY

Please submit cover letter, resume, and the names and telephone numbers of three (3) professional and/or academic references to:

Urban Peak Colorado Springs
ATTN: Human Resources
423 E Cucharas
Colorado Springs, CO 80903
Email: coloradosprings@urbanpeak.org

All attachments should be in Microsoft Word (.doc) or portal document format (.pdf). In the subject field of the email include the job number, job title, and your first and last name. (Example: 012345 – HR Specialist – Doe, Jane).

This position will be filled as soon as a qualified candidate is identified. Due to limited staffing resources we are unable to respond to phone inquiries, including calls to check on the status of a submitted application. Applicants will only be contacted if selected for an interview. This job announcement is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

Urban Peak is an equal opportunity employer and seeks a diverse pool of applicants.