



JOB ANNOUNCEMENT

Job Title:	Outreach Case Manager
Job Number:	19 - 115
Location:	Denver
Department:	60 - Outreach
Reports to:	Outreach Supervisor
Supervises:	None
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

COMPANY OVERVIEW

Founded in 1988, Urban Peak is the only non-profit organization in Denver that provides a full convergence of services for youth ages 15 through 24 experiencing homelessness or at imminent risk of becoming homeless. Our goal is to meet youth where they are and to provide them with the assistance and support they need to become self-sufficient or obtain the necessary services they need to exit a life on the streets. Urban Peak provides numerous programs and services that are founded on the principles of trauma-informed care and Positive Youth Development to assist youth in reaching their potential and living a successful life off of the streets. Services include street outreach, a 40-bed shelter for youth ages 15 through 20, a daytime drop-in center, supportive housing, education and employment services, case management, life skills courses, behavioral health evaluations, meals and more.

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 Outreach Supervisor, the **Outreach Case Manager** will be responsible for connecting with youth on the streets and in the Drop-In Center and to build healthy and strong relationships with these youth in order to empower them on their path to self-sufficiency. The Outreach Case Manager acts as a liaison to inform youth, the community, and businesses about the services offered by Urban Peak to promote the health, safety, and well-being of homeless and runaway youth and to assist them in permanently exiting the streets into safe and stable housing. This is accomplished through milieu supervision of the Drop-In Center, outreach on the streets and to other Denver area service providers, intensive and basic needs case management, and facilitation of groups, classes, and activities. The Outreach Case Manager works as part of a larger interagency team to coordinate care and outreach services as part of the Denver Street Outreach Collaborative and as part of the Continuum of Care in the Denver Metro area. 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 of experience working high-risk youth

- Experience in providing trauma informed care through a strengths-based approach; basic competency and trainable in the areas of harm reduction, motivational interviewing, positive youth development, and restorative justice.
- Experience, competence, sensitivity and ability to connect well with youth from a wide variety of backgrounds, including youth with current substance dependency, mental health problems, and/or other disabilities.
- Experience and competence in working with oppressed and marginalized populations, including youth who identify as LGBTQ, and a commitment to advocacy and empowerment in diversity and inclusion work.
- Skill in oral and written communications.
- Skill in crisis intervention and de-escalation, with a willingness to step into conflict and altercations as needed.
- 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 multi-task and work calmly in a chaotic environment.
- 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 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.

JOB DUTIES

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional duties may be assigned.

All Outreach Case Manager positions will be responsible for performing the general work duties listed:

Community and Street Outreach

- Actively represent Urban Peak in the community to persons interested in the issue of homelessness for education, funding, and advocacy purposes.
- Works collaboratively with other Denver Metro Area service providers to identify youth and young adults (15 – 24 years old) in need of assistance accessing services and housing.
- Assists in conducting yearly Point In Time survey.
- Accompanies clients to the DMV, Colorado Legal Services, health and legal clinics, and other services to provide a warm hand off as needed.
- Actively engage known youth on the streets to build rapport and provide basic needs supplies. Seek out and build trusting and healthy relationships with youth who are not yet accessing other services at Urban Peak.
- Explore new and known outreach spots in order to introduce youth to resources and Urban Peak's spectrum of services.
- Provide HIV testing to Urban Peak clients (when trained).
- Develop, implement, and maintain programming to deliver resources and knowledge to youth on the streets.
- Attend Human Trafficking events, represent Urban Peak in Human Trafficking efforts within the community, and implement outreach strategies to high-risk trafficking areas (motels, gas stations at interstate corridors, etc).
- Utilize a trauma informed approach to all interactions with youth, maintaining client confidentiality and respecting that while on outreach, staff are guests in the youths' space.

Case Management and Referrals

- Works with clients who identify wanting a case manager towards establishing self-sufficiency in and through the following areas: Education and Employment, Safe Housing, Permanent Connections, and Well Being.
- Will independently familiarize self and client with resources in the community so as to provide appropriate and timely referrals.
- Collaborates with homeless service providers in the community and Urban Peak programs to provide coordination, communication and continuity of services.
- Assists youth into permanent housing and/or family reunification and provide referrals for supportive services to help maintain stability.
- Accepts referrals from other agencies and works collaboratively with staff from all agencies to contact youth and to support additional goals.

Milieu Supervision

- Develops relationships with youth to encourage and assist them to identify and work towards goals as indicated above.
- Provide milieu supervision through a trauma informed approach, working to ensure the physical and emotional safety of the youth and their environment.
- Provide youth with direction, support, and referrals; cultivate relationships that could eventually move toward case management.
- Provide programming (using existing curriculum or developing new curriculum based on background and passions) that supports the building of healthy relationships, coping skills, and life skills.
- Work with youth to maintain cleanliness of the environment.
- Provide de-escalation and crisis intervention; staff are expected to intervene in both verbal and physical altercations when it is safe to do so.
- Work as a team to provide coverage in all areas of the Drop-in Center during open hours. Staff will remain at assigned station and complete all responsibilities that are tied to that station.
- Adheres to standards of cleanliness and food safety in the Drop-In Center kitchen.
- Maintain all curricula and operation standards to ensure compliance with all grants, contracts, and agreements made with funders and other agencies.
- Work as a team to decide Trauma Informed Consequences for youth; deliver restrictions to clients when necessary and engage youth in the restorative justice process following the restriction.
- Along with clients and other staff, maintains cleanliness of the drop-in center (including bathrooms, kitchen, and outside of building).

Documentation

- Accurately document all services including assessments, case notes, and specific services received by client into HMIS.
- Collect and maintain accurate data on an ongoing basis.
- Document relevant and significant events that occur through Critical Incident Reports and the team's Communication Log.
- Maintain clear and effective communication with other staff regarding clients.
- Work to ensure client confidentiality.
- Complete thorough intakes in a manner that begins to establish comfort and trusting relationships.
- Assess the level of need and intent of youth and make recommendations regarding youth's involvement in other Urban Peak programs.
- Accountable to all defined outcomes, both individually and team level.

Professional Development

- Attends professional trainings as required.
 - Educates and trains volunteers and community partners in all aspects of working with youth who are homeless or at high risk of homelessness.
 - Cultivates strengths and passions through seeking out trainings, seminars, and conferences to attend.
 - Steps up to train others (formally and/or informally) in areas of expertise.
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WORK SCHEDULE

This is a full time position. The typical work schedule is Monday/Tuesday/Wednesday 8 a.m. – 4 p.m., Thursday 8 a.m. – 8 p.m. and Friday 8 a.m. – 12 p.m. This position may require some weekends and/or evenings to support and attend Urban Peak events.

COMPENSATION & BENEFITS

The starting salary for this position is 17.49 per hour. Our benefits package includes life, disability, medical & dental insurance, 403(b) plan, paid time off, sick time bereavement time, jury duty, holidays and a RTD Eco Pass.

TO APPLY

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

Urban Peak
ATTN: Human Resources
730 21st Street
Denver, CO 80205
Fax: (303) 295-6116
E-mail: jobs@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.