



JOB ANNOUNCEMENT

Job Title:	Outreach Case Manager
Job Number:	21-172
Location:	Denver, CO
Department:	55- Outreach/DIC
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 hopes of helping 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 street life. Other duties include coverage of the Drop-In Center, outreach on the streets and to Denver area shelters, intensive and basic needs case management, facilitation of groups, classes, and activities. 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.

urbanpeak.org

mission Urban Peak ignites the potential in youth to exit homelessness and create self-determined, fulfilled lives. ■

QUALIFICATIONS

- High school diploma or equivalent with a minimum of five (5) years full-time of experience working high-risk youth, OR a Bachelor's Degree in human services or a related field AND a minimum of three (3) years of experience working with youth, OR A Master's Degree in social work, psychology or a related field AND minimum of two (2) years of experience working with youth
- Lived experience reflective of the youth we serve encouraged but not required, to include:
 - Lived experience of working through substance use, mental health, and/or physical health barriers, or experienced homelessness.
- 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

WORK SCHEDULE

This is a full time position may include day, evening and weekend hours in an assigned schedule, as well as mandatory coverage for several holiday shifts annually. Requires some flexibility to attend meetings and cover shifts as needed, may be on-call for client emergencies and serving as on-call staff on a rotating basis throughout the year.

JOB DUTIES

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

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

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 Drop-in Center, and other Urban Peak programming
- Accountable to all defined outcomes, both individually and team level
- Provide HIV testing to Urban Peak clients
- Track and maintain supplies for the Outreach team, as well as place orders, arrange for pick-up, and communicate clear standards of proper use and storage of items used in the Drop In Center

Case Management and Referrals

- Collaborates with homeless service providers in the community and Urban Peak programs to provide optimum 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 of all agencies to provide contact and to support additional goals
- Implements individual assessments and develops case plans with participating youth to identify needs and provide appropriate resources and services
- Work to provide street youth resources through street outreach using a trauma-informed approach

Milieu Supervision

- Develops relationships with homeless/runaway youth to encourage and assist them in moving from the streets into housing or appropriate reunification with parents/legal guardians, or networks of support
- Provide milieu supervision through a trauma informed approach, working to ensure the physical and emotional safety of the youth and their environment
- Provide youth direction and referrals and cultivate relationships that could eventually move to case management
- Provide programming that supports the building of healthy relationships
- Work with youth to maintain cleanliness of the environment
- Provide de-escalation and crisis intervention, phone counseling and support of milieu as necessary
- Work as a team to provide coverage of all areas of the Drop-in Center during open hours
- Adheres to standards of cleanliness and food safety in the Drop-In Center kitchen
- Develop, implement, and maintain curricula for all classes, groups, and activities in the Drop-In Center using restorative justice principles, and a trauma-informed approach
- Maintain all curricula standards to ensure compliance with all grants, contracts, and agreements made with funders and other agencies

Documentation

- Accurately document all services including assessments, case notes, service plans, and specific services received by client into HMIS
- Collect and maintain accurate data on an ongoing basis
- Document relevant and significant events that occur during the shift in the Communication Log
- Maintain clear and effective communication with other staff regarding clients
- Work to ensure client confidentiality

Intakes and Assessment

- 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

Outreach

- Develop, implement, and maintain programming to deliver resources and knowledge to youth on the streets as well as to build community with youth on the streets
- Seek out and build trusting and healthy relationships with youth who are not yet accessing other services at Urban Peak
- Attend Human Trafficking events and represent Urban Peak in Human Trafficking efforts within the community
- Work to provide street youth resources through street outreach using a trauma-informed approach

PROFESSIONAL PERFORMANCE

- Adhere to all Personnel Policies and Procedures for the Agency
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a "role model" both at and away from the Agency
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks
- Perform all tasks and responsibilities in a manner that delivers culturally competent programming
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program
- Maintain an awareness of the agency's mission and work to promote the positive individual and social change goals it embodies
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience
- Actively strive to create and maintain a culturally sensitive, trauma informed and appropriate environment through communication and interaction that demonstrates respect for diversity; while promoting the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally.
- Support positive youth development and youth involvement in decision-making processes
- Perform all tasks and responsibilities in a manner that delivers culturally competent programming

PHYSICAL REQUIREMENTS

- The person in this position must be able to remain in a stationary position, as well as move about in and out of the office; operate a computer and other office productivity machinery, such as copy machine and computer printer, etc.; and occasionally position self to reach under or behind a desk
- Constantly have manual and finger dexterity and eye-hand coordination.
- The person in this position frequently communicates with Clients who have inquiries. Must be able to exchange accurate information in these situations.
- Constantly operates department equipment, such as telephones, personal computers, adding machines, copiers, fax machines, etc. Position constantly has use of computer and phone.
- Constantly works with youth off-site at designated locations as needed.
- Must be able to move about and remain mobile up to 10 hours per day.
- Move, transport, position, put, install, or remove items weighing up to 50 pounds for various agency or event needs.

WORK ENVIRONMENT

Employees in this position may be subject to long hours on their feet in an outdoor street environment that may frequently include physical conditions such as inclement weather or temperature extremes and interpersonal contact from non-employees that include sexual innuendo and raw, abusive or threatening language. Employees must be comfortable providing safer sex supplies and bleach kits to youth. Employees may outreach to homeless youth in public places, under bridges, in abandoned buildings, and other outdoor areas in an attempt to engage them in a non-threatening way.

COMPENSATION & BENEFITS

The salary for this position **\$18.73 per hour**. Our benefits package includes: 100% of base Medical and Dental plans provided by employer (buy-up plans available) • Basic Life and AD&D provided by employer (buy-up plans available) • Short-Term and Long-Term Disability provided by employer • Tele-health and Dispatch Health included in medical plan • Vision Plan • Accident Coverage • Critical Care and Hospital Extended Stay Plans • Flexible Spending Accounts (FSA) for Medical and Dependent Care • Employee Assistance Program • 403(b) Retirement Plan • RTD Eco Pass • 9 Paid Holidays • Paid Sick and 120 hours Vacation time starting • Fantastic work culture with room for growth through internal training and mentoring.

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
2100 Stout Street
Denver, CO 80205
Fax: (303) 295-6116
Web site: <https://www.urbanpeak.org/denver/about-us/work-for-us/employment/>

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.