



JOB ANNOUNCEMENT

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| Job Title: | Housing Case Manager |
| Job Number: | 21-176 |
| Location: | Denver, CO |
| Department: | 94-Housing |
| Reports to: | Housing 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 a member of the leadership team the **Housing Case Manager** will be responsible for providing supervision of the youth both on-site and at off-site activities, case management, group facilitation, youth assessments, crisis phone counseling, client data collection, documentation, file maintenance, reporting maintenance issues and ensuring that the program is facilitated in a manner that meets Urban Peak's mission. Case Managers will work with youth at either the shelter or a housing program. Urban Peak serves a wide-variety of youth in shelter and/or housing that are experiencing homelessness. The continuum of need ranges from high functioning youth to youth with severe behavioral health concerns. 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

Case Manager

- 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
- The ability to connect well, work effectively and communicate in a culturally responsive manner with a diverse youth population.
- An understanding of trauma informed interactions and/or a willingness to learn and adopt this approach.
- Ability to handle multiple tasks and to assess and change priorities based upon agency and client needs.
- Data collection and the ability to maintain accurate and thorough client files and HMIS database.
- Skill in operating office equipment, such as computers, software (e.g., Microsoft Word, Excel and PowerPoint; email) and telephones.
- Skill in oral and written communications.
- Skill in negotiating and mediating, particularly in sensitive situations.
- Able to make sound decisions, using available information while maintaining appropriate confidentiality.
- Able to function as a member of an interdisciplinary team and work with collaborating agencies.
- Able to manage tasks and activities in an environment that sometimes includes interpersonal conflict and chaos.
- Must be team-oriented and able to coordinate with various departments and staff.
- Must be QMAP certified or eligible for QMAP certification.
- Understanding of the provision of and commitment to trauma informed care
- Must be insurable as a driver on Urban Peak's auto liability policy to 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 Case Manager positions, will be responsible for performing the general work duties listed:

Case Management

- Meets with assigned youth to obtain history and complete assessments
- Provides personal interest and attention to each youth, remaining sensitive to the objective of supporting each youth in social, emotional, and intellectual development.
- Provide guidance to youth that is based in the principles of trauma informed care and positive youth development.
- Assists youth and other involved persons in facilitating safe and stable housing for the youth, working with youth to develop individual service plans and aftercare plans to achieve their goals.
- Conducts and/or participates in teamings with persons involved with youth.
- Provides weekly counseling sessions with each youth participant to review progress towards action plan objectives, revise plans, and provide support and accountability.
- Acts as a positive role model to further Urban Peak's goals.
- Attends all required training, staff meetings and client reviews, being prepared to address client issues
- Collaborates with other agencies for service delivery needs, staying current on resources and developments in this area of specialization.
- Works with parents, legal guardian, or family members towards reunification, if appropriate.

Milieu Supervision

- 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 on their service plans.
- Provide programming that supports the building of healthy relationships.
- Work with youth maintain cleanliness of their environment.
- Provide direction and support to youth on the completion of daily chores and other milieu activities; maintain a welcoming presence; and support youth who enter the program.
- Provide crisis intervention, phone counseling and support of milieu as necessary.
- Distribute medications per QMAP standards, if applicable.

Documentation

- Accurately document all services including assessments, case notes, service plans and specific services received by clients in 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 & Assessments

- 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 Urban Peak. Establish plans with youth, ensure follow through, and make appropriate referrals.

*In addition to being responsible for the general work duties listed above, the **Community Housing Case Manager** may also:*

- Develops relationships with homeless and runaway youth to encourage and assist them in moving off the street into housing.
- Contracts with youth and other involved persons in facilitating the youth's exit from street life. This person will coordinate all aspects of grants related to the specific housing program. These

responsibilities will include report generation as well as attending meetings and participating in monitoring visits related to this project.

- Actively represents Urban Peak in the community to persons interested in the issue of homelessness for education, funding, and advocacy purposes.
- Act as liaison between youth and landlord to resolve disputes and work toward preventing eviction.
- Ensure the building is clean and presentable for youth and guests both inside and outside. Involves picking up litter/trash, sweeping and vacuuming interior common areas, keep the office, kitchen, bathroom areas clean, empty trash and contribute to the general cleanliness of the facility including regular watering of the lawn (if property owned by Urban Peak).
- Facilitate the collection of monthly rent payments.

*In addition to being responsible for the general work duties listed above, the **Lead Case Manager** will also:*

- Provide guidance to Direct Care staff and conduct 1:1 meetings with direct care staff, and assist with annual employee performance review process, and the interviewing and hiring process,
- Collaborate with supervisor to ensure the organization's policies and applicable state and federal employment laws
- Responsible for providing administrative case management support thorough knowledge of HMIS as well as database(s) required by specific funding sources, quality assurance in both HMIS and client files, accuracy of rent ledgers, assist with training staff regarding HMIS data entry, etc.
- Maintain close communication with supervisor regarding daily operations of the program

*In addition to being responsible for the general job duties and the lead case manager job duties listed above, the **Clinical Case Manager** may also:*

- Provide case management and individual and family counseling of the minor (age 15 through 17) clients.
- Provides aftercare services and referrals for minor youth and their families

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

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.

COMPENSATION & BENEFITS

The starting salary for this position is **\$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.