

**Position:** Full-time Youth Case Manager

**Reports to:** Youth Program Manager

**Status:** Exempt

### **Organizational Description:**

Awaken is a non-profit organization based in Reno, Nevada. Our mission is to increase awareness and education surrounding the issue of commercial sexual exploitation and to provide housing and restoration for its victims. Our vision is to transform our community with the ultimate goal of eradicating commercial sexual exploitation. We aim for victims to be restored to their fullest potential. We aspire to be an inspirational model for other communities.

### **Job Description:**

Under the supervision of the Youth Program Manager, the Youth Case Manager provides crisis services, initial assessment, case management services, and services to youth referred to the program as victims of sex trafficking. The Awaken Youth Case Manager is responsible for the coordination of essential services within the organization. The Youth Case Manager participates in team decision making meetings, assists in prioritizing goals, developing a plan to reach those goals, and making referrals for services to accommodate their goal plan. The Youth Case Manager will maintain contact with referring/referral agencies, provide data collection, case documentation, file maintenance and social service to support the youth victims. Services are delivered from a strengths-based, client-centered, culturally sensitive, and appropriate developmental approach. Particular attention is paid to a victim-centered and trauma-informed approach.

### **Responsibilities:**

- The Youth Case Manager will develop and monitor case plans with youth who have been subjected to, or are at risk of being subjected to commercial sexual exploitation and severe forms of trafficking by:
  - Providing street-based services and when appropriate invite youth to the Awaken Center (drop-in center, education center, after school achievement groups)
  - Managing the intake process
  - Building trust filled relationships
  - Creating individualized goal plans
  - Making appropriate referrals for treatment
  - Maintaining progress notes for each client
  - Maintaining case notes and files in an orderly, up-to-date manner
  - Assisting in improving efficiency of reporting
- Working with the youth team to locate, identify, & provide support through street outreach to youth who have been subjected to, or are at-risk of being subjected to sexual exploitation, and severe forms of trafficking
- Engage youth through Motivational Interviewing, Trauma Informed Care, Harm Reduction, and strengths-based approaches
- Becoming familiar with resources and community services that meet the needs of each client.

- Promoting youth leadership through intentional projects and activities
- Collaborating with other agencies in the social service system to provide networking of client services
- Providing crisis stabilization
- Providing referrals to shelters and community-based programs
- Providing transportation to goal oriented appointments
- Assisting clients in accessing resources to help meet their individualized goals
- Assisting in planning, recruiting, and managing life skills classes and evening activities
- Coordinating with the Youth Program Manager for particular needs of the clients receiving care
- Providing food, drink, clothing, hygiene products and additional supplies while building trust
- Responsible for tracking all data necessary for grant reporting
- Responsible for planning and leading Youth Achievement groups
- Participating in weekly staff meetings, Awaken meetings, and the Awaken training days
- Being on call for emergency situations
- All other duties as assigned by the Youth Intervention Director, Youth Program Manager and Clinical Specialist

### **Competencies:**

- Experience providing case management services to youth
- Ability to provide crisis intervention
- Excellent organizational and communication skills
- Ability to work independently and with a team
- Ability to work with homeless, foster system children/youth and their families
- Ability to maintain professional boundaries with clients
- Ability to respond to crisis and/or escalated behavior in a calm and confident manner
- Detail oriented, able to build processes and systems
- Ability to organize, and problem-solve creatively
- Demonstrates initiative with researching and accessing relevant resources in the community
- Excellent interpersonal and professional skills
- Ability to treat clients with respect and foster active engagement in the development of a case plan
- Understanding of the dynamics of family dysfunction, including domestic violence, child abuse and neglect, developmental issues and substance abuse issues
- Must be self-motivated and interested in improving skills and knowledge to grow with the expanding needs of the organization

### **Key Competencies:**

- Strong understanding of the impacts of sex trafficking & sexual assault on youth, young adults & trans-identified youth
- Excellent communication skills
- Ability to assess, evaluate and treat clients
- Ability to work with culturally and ethnically diverse population
- Be familiar with resources in the community

## Youth Case Manager

### *Job Description*

- Sensitivity to issues concerning survivors of sexual assault, domestic violence, and human trafficking, i.e., trauma, self-esteem, assertiveness, empowerment, violence prevention and victims' rights
- Awareness of and sensitivity to the cultures represented in Washoe County
- Good interpersonal skills, ability to relate well with persons from a variety of socioeconomic and cultural backgrounds
- Flexible hours to accommodate the needs of the position; weekend and evening hours may be required
- Availability to rotate in a weekly on-call schedule to respond to emergency calls for assistance with crisis victim services. The on-call schedule includes after-hours and some weekends

### **Qualifications:**

- BA degree in social work, counseling, or psychology or comparable experience
- Exceptional interpersonal, writing, speaking and presentation skills required
- Strong understanding of trauma and recruitment techniques for traffickers
- Background check and fingerprint clearance required
- Proficiency in Apple and Microsoft Office suites
- Reliable transportation, valid driver's license, and clean driving record

### **Personal Attributes & Values:**

- Must constantly demonstrate a high level of personal professionalism, honesty, integrity and respect with all clients, board members, staff, volunteers, churches and all other contacts
- Must demonstrate passion for Awaken's vision and mission
- Must maintain an atmosphere of confidentiality with client and staff information
- Friendly, approachable attitude and ability to remain open-minded when encountering diversity in thought, gender, culture, language and behavior
- Ability to thrive in a small nonprofit and wear multiple hats, as needed