



Job Description
SAFE Haven Youth Shelter Residential Case Manager

Reports To: SAFE Haven Youth Shelter Program Coordinator

Those Reporting To: None

Summary

The SAFE Haven Youth Shelter Residential Case Manager is the line staff for the provision of case management services to homeless youth in the SAFE Haven Youth Shelter program of SAFE Haven of Racine, Inc.

Essential Duties and Responsibilities

Essential duties and responsibilities include the following. Other duties may be assigned.

Supervise clients and coordinate their activities, including assignment of household chores, meal preparation, recreation, etc.

Enforce program rules, consequences and privileges.

Provide supervision and continued training of volunteers and new staff as directed.

Complete intake process with clients according to established guidelines, and make appropriate contact with and/or referrals to other agencies.

Create a healthful atmosphere within the house, conducive to congenial group living.

Conduct individual, group and family case management sessions.

Be available as a source of case management support for residents throughout assigned shifts.

Ascertain that a medical health assessment, completed by the required personnel, has been scheduled within 24 hours of a resident's admission.

Under the direction of the SAFE Haven Youth Shelter Program Coordinator, complete case files.

Assist in the completion of required reports as directed by the SAFE Haven Youth Shelter Program Coordinator.

Enter required data in the Runaway and Homeless Youth Program Management Information System.

Attend required monthly staff meetings.

Attend mandatory in-services.

Accrue at least 24 hours of training annually.

Continue professional growth through independent study and attendance at training sessions and workshops.

Plan and prepare meals for residents in accordance with federal and state guidelines.

Maintain overall household safety, maintenance and cleaning including collecting and taking out garbage, shoveling snow off walkways, stairs and porch, vacuuming, mopping, etc.

Other duties, as time permits, at the discretion of the SAFE Haven Youth Shelter Program Coordinator and/or Executive Director.

Respond to Racine 211 telephone calls, as needed.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

The Youth Shelter Residential Case manager must possess at least one of the following:

1. A bachelor or associate degree from a college or university in any one of the following majors: Social Work, Sociology, Special Education, Psychology, Counseling and Guidance, Criminal Justice, or any other area in the human services field approved by the State of Wisconsin Department of Health and Family Services.
2. At least one year of full-time experience working in a formal program with the type of resident population served by the Youth Shelter.
3. Certification as a child and youth care worker under the standards of the Wisconsin Association of Child and Youth Care Professionals or other department-recognized certifying authority. Note: A copy of the standards of the Wisconsin Association of Child and Youth Care Professionals can be obtained from the www.wacycp.org/ or by contacting WACYCP at 161 W. Wisconsin Avenue, Milwaukee, WI 53202; telephone (414) 227-3130.

Prior agency experience very strongly preferred.

A degree in human services and prior relevant work experience are strongly preferred.

Language Skills

Very good oral communication skills, including active listening skills.

Must be able to read, write and speak English fluently.

Bilingual Spanish language abilities preferred.

Computer Skills

Must possess basic computer skills, including word processing (Microsoft Word), databases (Microsoft Access) and Internet communications.

Prior experience in RHY MIS strongly preferred.

Other

Must be at least 21 years of age.

A person 19 or 20 years old may be hired if during the course of employment, the individual is enrolled in and regularly attends a college or university with a major in the following areas: Social Work, Sociology, Special Education, Psychology, Counseling and Guidance, Criminal Justice, or any other area in the human services field approved by the State of Wisconsin Department of Health and Family Services.

An understanding of the significance of confidentiality and agreement to maintain this policy in all areas of agency work.

Have a valid driver's license.

Successfully complete a Wisconsin Department of Transportation Vehicle/Driver Record Information Request MV2896.

Maintain a minimum of \$100,000 automotive liability insurance, and submit documentation of same.

Successful completion of a State of Wisconsin HFS 64 background information disclosure form and Department of Justice caregiver background check conducted under s. HFS 57.15 (2) (a) and (3), and any subsequent investigation related to information obtained from the background check.

Must successfully complete the SAFE Haven basic training program within 30 days of hire.

Submission of a negative tuberculin skin test (PPD).

Evidence of freedom from communicable disease.

Completion of Medic First Aid and CPR training within six months of hire.

Completion of Fire Safety and Evacuation training within six months of hire.
Empathy for people who are often in difficult circumstances.
Excellent problem solving skills and mature judgment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to climb three flights of stairs in 90 seconds.
- Must be able to handle stress and work well under pressure.
- Must be able to keep an emotional distance from the clients.
- Must be able to handle crises.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The facility is a community based residential group home in an urban inner city environment. Clients present with many issues including, but not limited to, physical, sexual, and/or emotional abuse, alcohol and other drug use, mental health issues, physical health problems, and problems with family dynamics.

Status

This position is a nonexempt position not eligible for other employment with SAFE Haven of Racine, Inc. It is the policy of SAFE Haven of Racine, Inc. that no nonexempt employee work more than 40 hours per week.

SAFE Haven of Racine Inc. is an Equal Employment Opportunity/Affirmative Action Employer which affords employment opportunity to all applicants without regard to race, sex, sexual orientation, age, marital status, color, religion, national origin, handicap, disability or status as Vietnam-era or special disabled veterans; and is in accordance with applicable Federal laws and in compliance with the Americans with Disabilities Act.

This job description is subject to addition, amendment, change or revocation at any time without prior notice. The revised information may supersede, modify, or eliminate the existing job description.

A current copy of this job description must be provided to the employee, and maintained in the personnel file.

Revised: 1/9/2006

Signed, Employee

Date