



## **MISSION STATEMENT**

Homeboy Industries provides hope, training, and support to formerly gang-involved and recently incarcerated people, allowing them to redirect their lives and become contributing members of our community.

**Job Title: Case Manager**

**Reports To: Director of Youth Reentry Service**

## **Job Summary**

The Case Manager provides case planning and goal setting to youth and young adults, ages 14-25, who are system-impacted, gang-involved, and being diverted out of the juvenile justice system connecting them to a system of support, healing via the arts, and a pathway to both education and employment.

## **Key Responsibilities**

- Perform Intakes & Assessments
- Goal Setting and Planning
- Monitoring of Individual Service Plans (ISP)
- Adjustments to ISP
- Crisis-Intervention
- Navigate external systems the trainee may interface (i.e., housing, probation, healthcare, childcare, etc).
- Maintain accurate and up to date files in the database.
- Respond and follow up to referrals made by other agencies or individuals.
- Maintain accurate client files and case load statistics related to departmental goals, grants or projects.
- Sustain interdepartmental communication as it relates to client's Service Plan and progress.
- Maintain ongoing discussion with clients to discuss life, school, and work-related goals.
- Conduct Monthly Quarterly Questionnaires along with following all Care4 (internal database) protocols to ensure we are measuring the growth and care we provide to every individual.
- Documentation/identification assistance: Social Security card, birth certificate, Insurance, Medicare/Medical; Identification: California ID, Mexican Consulate; Driver's License: permit and road test preparation; other DMV issues such as registration, smog check, etc.

- Ensure client seeks and benefits from wrap around services offered onsite:
  - Legal Assistance: juvenile record sealing, obtain criminal records, child support matters, child visitation, traffic court, immigration concerns, and community service.
  - Education: enrollment for high school, adult and trade school, or college; collaborates with school officials to ensure clients are getting their needs met; enroll clients in other skill development courses.
  - Health services: facilitate appointments for medical, dental, and vision care.
  - Housing: locate apartments and emergency shelters; help apply for Section 8 housing.
  - Government services: help apply for government assistance programs (DPSS services and reduced childcare programs).
  - Financial: help with financial planning and bill payments, open bank accounts, credit restoration.
  - Workforce Development: to ensure a successful transition from the program.
  - Substance Abuse: coordinate Substance Abuse Services according to our policy and clients' needs.
  - Homeboy Art Academy: ensure client is attending classes and work closely with art instructor and art navigator.
- Collaborate with P.O.: help transport and facilitate contact with probation and parole departments.
- Maintain accurate and detailed case notes regarding client's progress or any relevant information to the case planning.
- Attend weekly case management staff meetings to discuss client's progress. Including team meetings
- Coordinate logistics for events offered to client and their families and any donation made to the clients.
- Maintain cell phone and answer emergency calls outside of normal work hours and on weekends.
- Occasionally attend Homeboy events either in the evenings or weekends.
- Organize accordantly any services or support related to Domestic Violence for victims and batterers.
- Maintain close communication with client's supervisor and navigator.
- Collaborate with our partnered high school – Learning Works Charter School. To ensure students are attending school and supporting their journey towards graduation.
- Bridge and coordinate outside resources not offered at Homeboy, including outside wrap around services youth is already part of. Support to minimize barriers and challenges youth/family have in order to move forward.
- Other duties as assigned.

### **Qualifications**

- B.A/B.S degree in human services, social sciences or related field and/or 3+ yrs. experience working in correctional setting and/or with formerly gang-involved or incarcerated individuals

- Reliable transportation and a valid driver's license
- Mission driven person with strong work ethic; challenge seeker and problem solver; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation.
- Experience working with individuals of diverse ethnic backgrounds.
- Advanced knowledge of Microsoft Outlook, Word, and Excel
- The ability to set personal and professional boundaries and model appropriate behavior.
- Detail oriented, excellent communication, organizational, and writing skills.
- Knowledgeable in the following areas community, housing, county, and federal government resources

### **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 noise level in the work environment is usually moderate.

### **Compensation**

This is a reasonable estimate of the available annual pay scale for this position:

### **Pay Rate**

\$22/hr.

The actual compensation offered may vary depending on qualifications and other factors essential to the performance of duties that has been determined by the hiring authority.

This is a full-time position with a full benefits package including health, dental, vision, Life AD&D, and retirement account.