



Job Description

Position: Hub Youth Advocate Case Manager
Department: Youth Services
Reports to: Hub Program Director
Hours: Full-Time (35 hours/week)
FLSA: Non-Exempt
Reviewed: 7/27/18

Position Summary:

The Hub Youth Advocate Case Manager will be responsible for providing comprehensive case management services including engagement, advocacy, referrals and tracking of participants ages 10 to 24 within the East Harlem Youth Opportunity Hub Program. The Youth Advocate Case Manager will be expected to collaborate with Union Settlement program staff, provider partners, participants and their families to ensure successful access and navigation of Hub participants on assigned caseload annually through Hub.

Responsibilities:

- Provide support to families to ensure access to community resources (behavioral counseling, support groups, clinical services,)
 - Attend, engage, monitor and advocate for youth at school conferences, judicial settings, and any meeting necessary for the success of the participant.
 - Work in partnership with the Hub Team to maintain a safe and reality-based transition plan for youth in Hub program and partnerships.
 - Discuss challenges and progress with parent/child and Hub team on a case by case basis
 - Conduct family engagement activity weekly or as needed.
 - Monitor and supports youth as they pursue their educational/vocational and employment goals
 - Provide in-person and/or on- phone emergency crisis intervention support for assigned youth
 - Continue to work with youth to follow EHYOH service plan goals during program participation.
 - Attend court proceedings with youth and assist in whatever support is needed for court.
 - Enter Case Management content such as face-to-face contacts with youth and families, team meeting notes, visitation, and other information into Salesforce
 - Other duties as assigned by Associate Director of Prevention/Intervention Programs for Youth and the Hub Program Director
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- Provide intervention and social emotional support to participants and their families as needed.

- Conduct preventative workshops to ensure participants have the tools to prevent and/or reduce risky behavior.
- Attend team meetings for program updates, progress and Hub / agency related matters.
- Attend Monthly Partner Provider meetings as needed.
- Additional duties as assigned by Hub Program Director, Hub Assistant Director, Assistant Director of Youth Services and Director of Youth Services.

Qualifications:

- Preferred: Bachelors Degree in Criminal Justice or related field and 2-3 years of direct experience in workshop facilitation, case management and or working with high risk and disconnected youth. At minimum some college credits in related field and 5 years of successful demonstration of working with high-risk youth and adolescents.
- Bilingual preferred.
- Strong written, verbal, clerical organization and problem solving skills
- Demonstrate the ability to perform multiple tasks effectively in a fast paced, challenging and constantly changing environment
- The ability to perform at a high level
- Demonstrate the ability to engage, manage and work with a variety of personalities.
- Ability to work in a fast paced, challenging, and constantly changing environment and population without becoming overwhelmed or making rash decisions

Please send Cover Letter, Resume, Salary Requirements, and References to:
jobs@unionsettlement.org please indicate Hub Youth Advocate Case Manager in subject of e-mail.

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