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**A Way Home Kamloops Society**

**Case Manager**

**Job Description**

**SUMMARY:** The primary role of the Case Manager is to be the key support to youth as they co-develop their own Wellness Plan and Life Skills Goals while living in AWHK housing. Case Managers coordinate with the AWHK team, the Wrapforce team of community support services, and others in the community, as needed, to ensure that youth have the supports that best fit their needs. The objective is to help youth set their own goals, learn the necessary life-skills to achieve them, and reach developmental milestones such as recovery, education, training, health or employment.

**PROGRAM SITE**S: The primary workplaces for this role will be at the A Way Home Kamloops office located downtown Kamloops, and the AWHK Safe Suites house located on the North Shore of Kamloops. Home visits will be required at various locations in Kamloops, and transportation is often required for youth to other service locations.

**CLASSIFICATION:** Temporary Part Time position: $21/hour to start. Temporary positions may have the option of becoming ongoing positions, part time positions may have the option of becoming full-time.

**HOURS:** Flexible Scheduling. Preferred availability:Thursday-Sunday, 4:00pm-8:00pm, 20 hours a week + On Call After hours 1 week/month

**RESPONSIBLE TO**: A Way Home Kamloops Society Executive Director

**REQUIRED QUALIFICATIONS:**

* Post-Secondary degree in the areas of social work, counselling, human services or a related field.
* Proven experience working with youth at risk of or experiencing homelessness.
* Experience supporting youth with mental health or substance use concerns and with supportive housing is an asset.
* Comprehensive knowledge of community resources and referral processes.
* Ability to work as a team, good communication, and administrative skills.
* Ability to engage youth and build strong relationships.
* Demonstrated conflict resolution and verbal de-escalation skills.
* Recommended certifications include: First Aid/CPR-C, Opioid overdose response, ASSIST or Safe Talk, Non-Violence Crisis Intervention.
* Valid Drivers License, clean driver’s abstract, and reliable transportation

**RESPONSIBILITIES**

YOUTH SUPPORT:

* Assist youth in identifying their own short and long-term Life Skills goals, and strategies for achieving them by developing Wellness Plans.
* Share Wellness Plans with House Leader (when applicable) upon move-in.
* Facilitate formal check ins with each youth and support them with learning the Life Skills necessary to achieve their goals.
* Monitor youth Wellness Plans and goals, provide support in creating monthly reports to the Executive Director.
* Complete monthly unit inspections, report any urgent concerns to the House Leader (when applicable) and to the Executive Director.
* Work in partnership with the Wrapforce to provide goal-oriented support to youth to ensure the best possible service delivery.
* Support conflict resolution and roommate mediation in consultation with the House Leader (when applicable).
* Work with the House Leader/Executive Director to address incidents or disciplinary processes for youth in the program.
* Manage youth transitions in and out of AWHK housing in partnership with the team.
* Complete intakes at youth hub for youth walk-ins.
* Assist youth developing Life-Skills, including developmental milestones such as education or employment, coordinating with AWHK Peer Navigator and/or Life Skills staff where appropriate.
* Approve visitors for the youth, as requested.
* Ensure youth in AWHK programs basics needs are always met; clothing, food, shelter, water, sleep.  
    
  COMMUNITY COORDINATION:
* Develop Wrapforce support plans and meetings for youth and outline each community partner’s role in supporting the youth in achieving their goals. Attend other meetings in community on youth’s behalf as needed
* Support Youth Hub in collaboration with the AWHK team. Assist with street outreach to support youth on the housing waiting list as needed.
* Work collaboratively and professionally with agencies such as MCFD, to support youth and children who are under 18 or who have aged out of care.

ADMINISTRATION & PROGRAM DEVELOPMENT:

* Complete required program forms/documents and manage participant’s files.
* Work with the Executive Director to evaluate and refine the program.
* Complete case notes of meetings with youth and submit to the Executive Director on a weekly basis.
* Use communication mediums provided by AWHK to connect with youth on a regular basis.
* Complete move in/move out documents with youth. Ensure rent is paid on time on the 1st of every month.
* Monitor and track rental and damage deposit payment.
* Ensure effective communication with team members.
* Complete all other required documents including Critical Incident reports, report filing, etc. This includes reviewing notes or reports submitted by the On Call Support worker.
* Attend crises that involve the youth on your caseload or as requested by Executive Director and ensure youth are connected to On Call staff for after-hours support.
* Connect with the House Leader/Executive Director any time concerns, crises or issues related to youth, our units, or staff occur.
* Meet with the team weekly to provide updates on the support or gaps in the services provided by AWHK to the youth in our programs.
* Review case notes for the youth on your caseload provided by the House Leader, on a weekly basis.
* Communicate with landlords and building managers on an as-needed or requested basis.
* Coordinate BC Housing subsidy program alongside Executive Director.

TEAM SUPPORT:

Communicate with AWHK Office staff, House Leader, Outreach and Housing Support Staff to ensure each youth’s needs are clear and Wellness Plans are understood.

Facilitate critical incident debriefings with Housing Support Staff when appropriate.