



Case Manager LGBTQ Youth

Status: Full Time; Salaried
Classification: Exempt
Reports To: Director of Youth Programs

Organizational Profile:

Pridelines is a rapidly growing non-profit, 501 c3, organization dedicated to supporting, educating and empowering South Florida's lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) youth and community in safe and diverse environments to promote dialogue, wellness and to foster social change.

Position Overview:

The Case Manager is responsible for the development and implementation of safe and affirming programs and services for LGBTQ youth at-risk of or currently experiencing homelessness. This position provides direct client services including advocacy, linkage and referral support, while establishing and strengthening new and existing relationships with service and support organizations in the community. The Case Manager position contributes to the success of Pridelines Youth Programs and Services Department by engaging in Miami Dade systems to promote access to services youth needs in order to become self-sufficient. This position is responsible for conducting intakes and assessments, keeping updated client records, and interacting with youth using motivational interviewing, and strength based approaches, to empower youth to reach their goals. The person who fills this position has a strong working knowledge of how social service systems operate and possess the empathy required to understand and relate to individuals who work within this field and the young people who interact with it.

Responsibilities: Primary roles and responsibilities include, but are not limited to:

- Provide case management and direct client services to all youth who request those services including youth receiving housing assistance from other Access Points;
- Implement core principles and evidence based practices including, but not limited to administering a standardized intake;
- Complete developmentally appropriate assessment activities with youth as determined by program and youth's needs;
- Develop an individualized plan with each youth and coordinate with appropriate programs;
- Provide 1:1 case management activities to assist youth in achieving service goals, by meeting with youth on a regular, ongoing basis, which may include home visits and shelter visits as needed;
- Support youth who are actively experiencing homelessness with locating appropriate housing, shelters, and host home matches;
- Assist youth with move-ins, move-outs, and housing transitions;
- Provide follow-up and aftercare services as needed;
- Participate in Homeless Management Information System (HMIS) data collection activities;
- Collaborate and coordinate educational, vocational, employment, and career development and exploration activities for youth. This could include making referrals to appropriate services providers in the community;
- Provide independent living and life skills training to youth and documentation of these events;
- Engage and connect youth with appropriate health, mental health and/or chemical dependency supports;
- Provide opportunities and encourage youth to participate in youth development activities;
- Provide access to Pridelines' wraparound services including meals, transportation, showers, laundry, and clothing closet;
- Build high-quality relationships with youth participants to understand the personal experiences of LGBTQ children and youth, especially those who are impacted by homelessness;

- Offer vision, creativity, and enthusiasm to employees and community members to generate the positive thinking of and best practices for young people;
- Maintain meaningful involvement with consumers, advocates, and community partners;
- Participate in maintaining a workplace that values diversity and is free of racism, sexism, heterosexism, transphobia, and other discriminatory practices;
- Work within and improve on a collaborative and cohesive team of professionals committed to the mission delivery; and, continue to foster and improve an organizational culture that builds on our core value of youth engagement and partnership while assisting in meeting their basic needs;
- Provide accurate, complete, and timely data, and reports to Director of Youth Program and Services as needed;
- Record data for program outcomes;
- Ensure client files are complete, accurate and up-to-date;
- Ensure client confidentiality according to Pridelines policies and procedures;
- Keep the Director of Youth Programs and Services informed of issues and concerns related to clients;
- Adhere to Pridelines Youth Programs policies and procedures;
- Complete minimum of 20 hours of professional training and developing each year;
- Attend appropriate community meetings, and all other activities identified as necessary to meet the outcomes identified in the Pridelines Youth Programs and Services Department;
- Complete files as indicated by the file content checklist and;
- Other duties as assigned.

Community Relations and Engagement:

- Assists in development and implementation of outreach and marketing strategies to promote Pridelines' homelessness programs, services, and events.
- Conducts and documents face-to-face outreach interventions with LGBTQ youth and service providers to educate and engage them on Pridelines' homelessness programs, services, and events.
- Organizes, attends, and/or participates in county, state, and/or national meetings, conferences, and convening's to represent and promote Pridelines' homelessness programs and services.
- Helps guide the efforts of volunteers and other staff members as they relate to outreach for Pridelines' homelessness services, programs, and events.
- Conducts social media outreach to promote program presence and to engage LGBTQ youth, other local organizations, and community stakeholders.
- Establishes working relationships, collaborations, and partnerships with community organizations to increase the network of services available to LGBTQ youth at-risk of or experiencing homelessness.
- Facilitates Pridelines' trainings and workshops for service providers serving the LGBTQ community

Minimum Qualifications:

- A minimum of one years' experience working with young people and cultivating a workplace culture informed by the theories of Positive Youth Development and youth and adult partnership;
- Master's Degree in Social Work preferred;
- Ability to pass a level 2 background screening;
- Familiarity and sensitivity with the LGBTQ community, homelessness and other social justice issues, and anti-oppression/anti-racist frameworks;
- Understanding of trauma, resilience, mental health, and suicide prevention strategies
- A passion for working with Pridelines' mission to collaborate with youth to foster self-reliance and a belief in the capacity for a young person change;
- Ability to be sensitive and responsive to diversity;
- Ability to work independently and in partnership with team members;
- Must be honest;
- Ability to set limits and boundaries that maintain the helping role of a practitioner and assist others with setting
- healthy boundaries;
- Ability to communicate effectively with youth, co-workers, volunteers, and supervisor; and
- Seeks to improve knowledge, skills, and abilities in related service areas.