



## Housing Case Manager for Runaway, Homeless, & Street Youth Job Posting



**Gateway Youth Services Division Goal:** Provide immediate access to shelter, basic care needs, and supportive services for runaway, homeless, and street youth ages 12 through 21 while empowering them to make healthy decisions for themselves and equipping them with the life skills needed to become self-sufficient.

**General Responsibilities:** To provide culturally responsive, trauma-informed supportive services to youth and their family members that help them achieve permanent and safe housing stability and move toward self-sufficiency. To prevent youth from running away from home whenever possible and help runaway, homeless, and street youth access emergency shelter and supportive services. To determine if family reunification can be safely achieved with supportive services or help the youth and family locate alternative safe housing options.

### Qualifications:

- A minimum of a Bachelor's Degree with a major in Social Work, Psychology, or another human behavioral science.
- A minimum of 2 years of experience providing direct services to at-risk youth and/or vulnerable families; prefer some experience in a residential facility.
- Ability to work effectively with emotionally and behaviorally challenged youth. Clear evidence of trauma-informed care.
- Able to demonstrate cultural humility (street youth, pregnant/parenting teens, LGBTQ youth, etc)
- Strong written and verbal communication skills. Demonstrated leadership skills. This position requires the ability to coordinate care with the internal work team at the shelter itself, as well as with a variety of external community partners.
- Working knowledge and effective use of community resources. Comfortable making cold calls to quickly connect to necessary resources in order to resolve housing and other individual crises.
- Strong computer skills (Outlook, Word, Excel, databases)
- Valid driver's license and personal vehicle available for use during work hours as needed
- Flexibility of work schedule to meet the needs of the clientele. On call 24/7 one week per month which may occasionally require returning to the worksite.

### Duties

- Provide professional, courteous, and confidential crisis intervention services to runaway, homeless, and street youth and their family members who have contact with the agency.
- Assist youth and families resolve immediate housing crises by connecting them to emergency shelters and other housing programs and services, including basic care needs. Promote family reunification whenever safe, possible, and in the best interest of the youth and families we serve. Make every attempt to actively engage all parties in family team meetings securing parent permissions for minor youth's participation in services.
- Proficiently conduct a variety of evidence-based assessments (bio/psycho/social, health/mental health screening, life skills, and other specialized assessments- human trafficking, trauma screening, parenting skills, etc.). This also entails obtaining identification documents, school records, health/mental health records, employment records or other income documents, etc. using proper releases of information.
- Utilize assessment results to create with the youth and family a Housing Stability Plan which will at minimum address the following: Safe and permanent housing, Improved health and well-being,

Increased Self-sufficiency, and Ongoing connections to supportive adults in the community. Meet with the youth, family, and other youth support persons and/or community partners to evaluate regularly progress and barriers to goal achievement.

- Effectively document demographics, intake status, goals, services, referrals, goal achievement and barriers, and outcome measures using staff activity logs, case notes, referral logs, and transition/discharge plans. Enter data into the Homeless Management Information System timely. Work closely with the Data Specialist to maintain high quality data. Monitor client case files for completeness and thoroughness.
- Be a cooperative, effective team member whose behavior and actions are supportive of co-workers and the administrative policies set forth by the agency. Coordinate the youth's care with internal and external partners to resolve housing crises and prevent future episodes of homelessness.
- Minimize disruptions to formal education by partnering with schools and McKinney-Vento liaisons.
- Effectively advocate on behalf of clients with employers/employment assistance programs, the legal system, mental health agencies, housing assistance providers and other support-oriented community agencies.
- Transport youth to shelter and other important appointments as needed.
- Facilitate weekly life skill building groups. Help youth develop budgeting/money management skills, home care, personal care, employment, community resource access, and other life skills that promote greater self-sufficiency and housing stability.
- Attend and actively participate in case disposition and staff meetings to coordinate care, learn about community resources, receive housing stability focused training, and smoothly transition youth between internal housing departments and external housing partner services.
- Other duties as assigned by supervisor.

**To Apply:** Submit cover letter and resume to:

Child and Family Charities  
Director of Administration,  
4287 Five Oaks Drive  
Lansing, MI, 48911  
[liz@childandfamily.org](mailto:liz@childandfamily.org)

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