



BRIDGE OVER TROUBLED WATERS, INC.

For more than 48 years, Bridge Over Troubled Waters has provided a comprehensive continuum of care for runaway, homeless, and high risk youth in Boston, and has been a national model in providing innovative youth services. Our mission is to transform the lives of youth through safe, supportive and encouraging relationships, counseling, housing, and skill-building, to guide them towards self-sufficiency and achieving their goals.

If you are looking for a career in a fast paced setting that is committed to collaborating with *all* youth who come through the door and finding creative solutions to difficult problems, we invite you to apply for one of our open positions.

Job Description: Rapid Re-Housing (Youth Housing Pathways Program) Case Manager

Hours: Full Time

Job Site: Scattered Site

Reports To: Rapid Rehousing Coordinator

Exemption Status: Non-Exempt

POSITION SUMMARY

Bridge's Youth Housing Pathways Program (YHPP) is the city of Boston's only rapid re-housing (RRH) program specifically serving homeless youth and young adults, 18-24 years old. The YHPP is a scattered site housing program, based on a housing first model, which supports homeless youth in gaining stability and permanent housing within the private rental market, while working to ensure long-term stability for each participant.

As a case manager for the YHPP, you will be responsible for providing case management and support services for a case load of young residents in the program. You will meet with youth at their homes, in the community, at Bridge to provide one-on-one support. Sessions will focus on engagement and connection to community services, linkages to education and career development opportunities, and life skills, crisis intervention as needed, and on-going assessment. Duties will be performed both in an office environment (Bridge headquarters) and in the field, where program participants reside. Because program participants have varied schedules, case management may take place out of regular business hours; a flexible schedule and ability and willingness to work outside of regular business hours is essential.

RESPONSIBILITIES

This list is not exhaustive and may be supplemented as necessary.

Intake/Assessment

- Conduct housing needs assessments of Bridge participants to connect them to the City of Boston Coordinated Entry System.
- Assess housing barriers to determine housing and service needs for youth who are experiencing homelessness and who are referred to the program
- Develop Individualized Service Plans based on the needs assessments, to guide participants toward long-term permanent housing

Case Management

- Provide appropriate level of case management to assist participants to achieve strengths-based/solution-focused goals and case management plans to reduce barriers and promote permanent housing and self-sufficiency.
- Enable program participants to identify various life skills needed for each participant, and develop an effective referral and service network in the residents' communities to ensure on-going success in achieving goals.
- Maintain individual client files, including monthly logs and outcome reports, to document all aspects of case management, assessments, and achievements for participants.
- Assist youth with locating substance abuse, mental health and other healthcare providers in the community, as based on continuing needs assessment
- Collect and report program data, including but not limited to, data required for Bridge ETO, HMIS, and funders' required data.
- Prepare and submit monthly program updates

Administration

- Document case management meetings and results
- Maintain all program statistics and records
- Participate in weekly program meeting
- Participate in quarterly all staff meeting
- Attend meetings outside of agency as necessary

Public Relations

- Serve as liaison/advocate between the program and the community including surrounding neighbors to build partnerships

Diversity

- Ensure that all activities, services and programs through Bridge are conducted in a manner that is sensitive to and shows respect for the cultural and ethnic diversity for all Bridge clients

Other

- Other related tasks as required/requested

QUALIFICATIONS

- BA/BS required or related degree and two to four years' experience working with adolescents, at risk youth ages 16 – 24
- Experience working in residential setting or housing program

- Knowledge and understanding of “Housing First” philosophy and strategies
- Knowledge and experience with data collection and management systems
- Knowledge of social service, housing support, and basic benefit systems
- Capacity to engage youth and provide support, including advocacy, reducing isolation, problem-solving, listening, and identification of resources
- Valid driver’s license required
- Continuous clean driver’s record

SUPERVISORY BENEFITS

- Weekly supervision with the Rapid Rehousing Coordinator

I have read the foregoing job description and I affirm that I understand the duties and requirements of this position.