



Job Title: Employment Case Manager

Position Type: Full-time (32-40 hours per week) non-exempt (hourly)

Schedule: Monday - Friday / occasional evenings & weekends

Salary Range: \$20.00-\$22.00 / hourly commensurate on experience

Benefits Package: Medical, dental, vision, life insurance, PTO, Long term disability, 401K, paid holidays

Reports to: Futures Program Director

ORGANIZATION: Life House is an innovative nonprofit organization serving at-risk and homeless youth ages 14-24 located in downtown Duluth, MN. Focusing on Positive Youth Development through housing stability, educational support, economic security, improved health, and connection to community, Life House programs assist youth who are homeless or at risk of homelessness to overcome poverty, trauma, mental illness, low educational achievement and joblessness to transition to independent living.

SUMMARY: Reporting to the Futures Program Director the Employment Case Manager supports youth in the program to set employment goals focusing on developing employment soft skills, growing skills in financial literacy, identifying specific skill development training needs and exploring employment pathways while building therapeutic relationships with youth ages 16-24, enrolled in the Life House Employment programming. Provide case management services to support youth to address multiple complex needs and reduce barriers in order to assist them to reach employment outcomes consistent with their individual strengths, talents and interests.

Focus area duties and responsibilities – Employment Case Manager – Futures:

- Implement training and work skills curriculum for the Legitimate Hustle Program
- Supervise work experiences for youth at Life House, adhering to expectations set cooperatively with program partners.
- Provide youth with financial literacy mentorship and monitor youth managing supplemental income with reaching their financial goals.
- Refer and connect youth to the Life House Housing Program or the MNsure Navigator when needed.
- In conjunction with youth, conduct vocational assessments and develop an Individual Service Plan for employment aligned with each youth's strengths and deficits, personal vocational needs, goals and milestones across multiple domains: education, independent living skills, work readiness, and employment skills.
- Provide youth with a weekly living skills group session.
- Provide youth with soft skills training, identifying and developing transferable skills, to meet the youth identified employment goals.
- Work in close collaboration with Life House's Mental Health & Wellness Program staff to formulate a comprehensive mental health and wellness plan for each participant.
- Work with partner agencies to facilitate career readiness workshops.
- Provide career exploration through field trips to area businesses, college tours, and guest speakers and ongoing coaching and opportunities to practice soft skills.
- Utilizing the Life House van or personal vehicle, in good working order, provide transportation to appointments as indicated.
- Empower participants to provide feedback through formal and informal opportunities such as youth-led small business development, anonymous satisfaction surveys, and monthly check-ins with youth.

- Ensure that Futures Program record keeping and reporting systems (i.e. Apricot) are accurately maintained; complete progress notes and grant-mandated program evaluation activities in a timely and accurate manner.
- Assist youth in accessing assistance programs including MFIP, SSI, MA, GA, etc.
- Identify and coordinate connections with local businesses/civic organizations to create job opportunities and apprenticeship opportunities.
- Monitor and document youth progress toward stated goals and outcomes; Meet at least weekly with each youth to evaluate and assess youth progress, identify barriers to progress and provide follow-up support as needed.
- Provide career exploration through field trips to area businesses, college tours, and guest speakers and on-going coaching and opportunities to practice customer service and soft-skills.
- Perform other duties as may be assigned by Executive Director or Program Director.
- Schedule meetings with partner agencies who provide services to and/or regularly interact with youth in youth in LHP, encourage referrals, and obtain ROI's as indicated.

Other duties and responsibilities:

- Provide services applying harm reduction, strengths-based, Positive Youth Development, trauma-informed and client-centered approaches to young people who are homeless or at risk of homelessness.
- Develop healthy and helpful relationships with homeless and at-risk youth while maintaining professional boundaries; demonstrate kindly assertiveness in setting limits with youth.
- Participate in weekly Life House case consultation meeting to discuss program participants and provide progress updates; attend Life House weekly staff and program meetings, and other trainings as indicated.
- Provide coverage in the Youth Center to interact with youth in the milieu; assist in supervision of youth to ensure guidelines are upheld for the safety and well-being of all clients and staff; assist with other Life House program coverage as necessary.
- Maintain clear communication with Life House program staff to facilitate consistent, appropriate responses to youth behavior.
- Respond to crisis situations following outlined procedures including proper notification, documentation, and programmatic follow up.

QUALIFICATIONS:

Education: Bachelor's degree in a human services field (Master's degree a plus) or equivalent combination of education and experience.

Qualifications:

- Demonstrated knowledge and experience of working to address systemic oppression and implementing effective equity practices.
- Demonstrated knowledge of and ability to work effectively with youth from multiple cultural backgrounds, LGBTQ identities, and various lived experiences.
- Demonstrated experience in one or more of the following areas: human trafficking, trauma-informed care, intimate partner violence and/or sexual assault, mental health, chemical dependency.
- Flexible, confident, and able to maintain composure under stress
- Proficient in Microsoft Office applications.
- Ability to pass a Department of Human Services background check.

Certificates, Licenses, Registrations:

- Valid Minnesota Driver's License and proof of auto insurance
- Adult CPR & Basic First Aid (provided by Life House)

Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Life House.

Life House provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, gender identity and/or expression, age, physical or mental disability, veteran status or other protected classification. Life House encourages individuals with diverse backgrounds, lived experience, and/or members of the LGBTQ+ community.
