

# Outreach Case Manager

## **Job Summary:**

The Outreach Case Manager will help implement AFC's Street Outreach Program (SOP) and Transitional Living Program (TLP) in the Greenspoint area of north Houston, Texas. As a member of our team, you will serve as a liaison working to provide intense and basic needs individual, face-to-face case management for the youth in our programs. The ideal candidate will also serve as a program advocate informing youth, our communities and businesses of the services provided by AFC.

## **Essential Duties**

- Provide holistic and comprehensive case management services to all clients, including intake assessments, benefit assessments goal setting strategies, weekly case plan development and monitoring of client progress.
- Work collaboratively with our partners to identify homeless youth that need assistance in accessing services and housing.
- Actively engage known youth on the streets to build rapport and provide basic needs supplies. Also, seek out and build trusting and healthy relationships with youth who are not yet accessing other services at AFC.
- Explore new and known outreach spots in order to introduce youth to resources and AFC's spectrum of services.
- Develop, implement, and maintain programming to deliver resources and knowledge to youth on the streets and that supports the building of healthy relationships.
- Implement outreach strategies to high-risk trafficking areas such as parks, front of convenient stores, bus stations, community centers, motels, gas stations at interstate corridors, etc).
- Utilize a trauma informed approach in all interactions with youth, maintaining client confidentiality as required.
- Provide survival aid and health/hygiene kits.
- Provide de-escalation and crisis intervention, phone counselling and support to clients as needed.
- Work as part of our team, providing coverage to all areas of the Drop-in Center
- Develop, implement and maintain up to date curricula and content for all classes, workshops, magazines, website, and RHY/Street Youth project material.
- Utilize appropriate strategies to ensure the physical and motional safety of our clients and the environment.
- Provide information and support and coordinate shelter and referral services

- Follow-up with clients and agencies as appropriate to document success of referral
- Prepare and distribute client appropriate materials regarding the SOP and TLP services and resources.
- Train, supervise and evaluate volunteers and practicum students.
- Maintain program statistics and appropriate and participate in ongoing program evaluation and reporting procedures by ensuring to initiate, document and complete client follow-ups, outcome evaluations, case note entries and client contact sheets.
- Participate in community networks, coalitions and partnership building activities.
- Participate in all team and agency staff meetings and represent the organization professionally at all times.
- Participate in the on-call rotation schedule and respond to the 24hr hotline as designated when on-call).

**Education and Experience Requirements:** Minimum of a bachelor's degree in Social Work or a related field. A minimum of 4-6 years' experience providing trauma-informed care or willingness to adapt to this approach as required. Master's degree in social work, psychology or a related field preferred. A minimum of three years' experience can be substituted.

- MUST meet requirements for Central Registry Background Check.
- MUST have a valid Texas driver's license, a vehicle for travel and verifiable insurance.
- Must be able to handle confidential matters with appropriate discretion.
- Must have strong interpersonal skills, possessing the ability to establish and maintain effective work relationships and work effectively in a team environment.
- Ability to learn and interpret specific rules, laws, and policies and apply them with good judgment in a variety of situations.
- Ability to manage task and activities, work in a fast-paced environment and meet deadlines despite the competing priorities presented daily.
- Ability to be observant and take initiative to address issues presented while engaging with our clients.
- Proficient in MS Office Suite.
- Ability to communicate both orally and written form and possess the ability to write clear and decisive planning documents both on a strategic and near-term basis.
- Ability travel to various locations utilizing personal transportation and maintain insurance coverage to transport clients as needed.
- Ability to work a flexible schedule, working on-call on a rotational basis and work an evening shift a couple of nights per week.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is required to stand and walk, and occasionally drive a car. The employee must occasionally lift and/or move 10 - 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Please submit all resumes to [recruiter@afcyouth.org](mailto:recruiter@afcyouth.org)