



Profile of a Successful Evergreen Case Manager

A successful Evergreen Case Manager places the client at the center of their work, ensuring individualized case management for each youth. They actively assess and address client needs, including safety, mental health, chemical health, healthy relationships, and housing stability. They offer individualized guidance, advocacy, and support, while maintaining a deep understanding of the challenges faced by homeless or at-risk youth. They adapt their approaches to meet the unique needs of every client they serve.

Managing a caseload of clients requires excellent organization and time management. A successful case manager is adept at prioritizing, meeting deadlines, and efficiently handling multiple responsibilities such as safety assessments, referrals, client documentation, and reporting. They are comfortable with technology, demonstrating fluency in using Word, Outlook, Excel, and online databases for documentation, reporting, and communication.

While teamwork is critical, successful Evergreen Case Managers also demonstrate initiative and the ability to work independently. They proactively search for resources for clients, assist clients in filling out applications, and support youth during life transitions. They consistently meet deadlines, organize client skills-building activities, and manage outreach and education activities as needed.

Reliability and consistent presence are crucial aspects of success at Evergreen Shelter. A successful case manager not only shows up for their scheduled shifts on time but also remains mentally and emotionally present throughout their work. Being dependable allows for the continuity of care and trust with Evergreen clients. Stability is often a critical component of a youth's well-being.