



**JOB TITLE:** Housing Case Manager

**SUPERVISOR:** Evergreen Youth Services Program Director

**STATUS:** Non-exempt

**SUMMARY:** This position's primary priority is case management for 9-10 youth and is responsible for providing intensive and individualized case management to youth ages 16 up to the age 24. The case manager's ultimate goal is to enhance the safety and stability of youth by addressing mental health, chemical health, domestic violence and housing stability needs. Employees must be able to provide youth transportation using agency vehicles. This job requires auditory and visual skills approximately 90% of the time.

**DUTIES:**

1. Individualized case management includes client safety and needs assessment, ability to triage multiple need situations, understand the needs of homeless persons or those at risk of homelessness, provide individual counseling, advocacy, referrals, and coordination with other community service providers and other Evergreen programs, networking, case consultation and referral to other program staff, case documentation, statistics, and report writing.
2. Develops fluency with data entry and management within the HMIS grantor database, as well as the Evergreen agency database.
3. Establishes and maintains strong professional relationships with clients and Evergreen team members.
4. Establishes relationships with local landlords, property management firms, etc. to secure available units for youth on caseload.
5. Assists youth with completing housing and other applications.
6. Conducts searches for housing options with youth.
7. Serves as a member of the housing team.
8. Assist with organizing and conducting client skills building groups.
9. Assists supportive housing program participants in navigating issues related to landlord and tenant rights and responsibilities to prevent evictions through negotiated exits
10. Support youth with housing transitions.
11. Share in reporting for monthly board reports, funder reports, and other reports requested by supervisor or the agency executive director.
12. Conducts outreach, advocacy and community education activities as needed to represent the agency on community committees and task forces as requested by EYS Program Director or Executive Director.
13. Direct outreach to local young people in need through Evergreen Drop-In coverage weekly.
14. Other duties as assigned by supervisor or agency executive director.

**QUALIFICATIONS:**

1. Applicants must be at least 21 years of age.

2. Prefer person with a four-year degree in a human service-related field, and two years direct service with youth and their families.
3. Applicants must indicate support for Evergreen's mission and all agency programs.
4. Must have experience working with youth and families of diverse backgrounds.
5. Prefer previous individual and group counseling experience with youth that includes crisis intervention and conflict resolution.
6. Must be able to work as a team member.
7. Must have very strong written and oral communication skills.
8. Must be able to exercise initiative, work independently, meet deadlines, and have strong organizational skills.
9. Must have strong computer familiarity and experience with Word, Outlook, Excel, and online navigation.
10. Must have good interpersonal and telephone skills and work well with the public.
11. Must be a positive role model to staff, youth, families and the community.
12. Must maintain client, co-worker, and agency confidentiality and abide by HIPAA and the Data Privacy Act.
13. Must work cooperatively with county and tribal programs, school districts and other community service providers.
14. Must be free from alcohol and chemical dependency and must maintain this freedom for the full duration of your employment with the agency. If formerly chemically dependent, must have two years of freedom from alcohol and drug dependency preceding employment with the agency.
15. Must have reliable means of transportation and a valid driver's license. If you use your own vehicle for your work-related transportation, must have current vehicle insurance.
16. Must be insurable on Evergreen Youth & Family Services' auto policy.
17. Must successfully pass a drug and/or alcohol test.
18. Must successfully pass a Minnesota DHS Applicant Background Study.

**Physical Demands Related to Maintenance Duties:**

While performing maintenance duties, the employee is required to talk and hear. The employee is often required to sit and use his or her hands and fingers, to handle or feel. The employee is also required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl in order to conduct building checks and make repairs. Vision abilities required by this job include close vision. This employee must be able to lift 35 pounds.

**COMPENSATION:** \$18.23 - \$22.36 per hour DOQ, Evergreen also offers a competitive cash benefits package, generous vacation/holiday/sick time/401 (k) match, and flexible scheduling.

**TO APPLY:** Please visit [www.evergreenyfs.org](http://www.evergreenyfs.org) to apply on-line. To be considered for the position applicants should submit a cover letter, resume, and application on-line, or mail to: Evergreen YFS, ATTN: Human Resources Director, PO Box 662, Bemidji, MN 56619 or email [hr@evergreenyfs.org](mailto:hr@evergreenyfs.org).

**DEADLINE:** This position will be open until filled.

EVERGREEN YOUTH & FAMILY SERVICES, INC. IS AN EQUAL OPPORTUNITY  
EMPLOYER/ADA

## **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.