



## Young Adult Case Manager JOB DESCRIPTION

**Position:** Young Adult Case Manager

**Reports to:** Young Adult Program Manager

**Summary/Description:** The Young Adult (YA) Case Manager guides and supports young adults (18 to 24-year-olds) as they transition to adulthood. The position involves co-creating education and employment goals as young adults navigate the YA program at RHI. The majority of work is based on developing strong relationships with young adults and providing intensive case management from a strengths-based perspective. The Case Manager will maintain a bird's eye view of participants' overall growth and development within the program, troubleshoot barriers (e.g. housing, financial, childcare, etc.), and provide needed advocacy and referrals to ensure participants achieve their goals.

**Responsibilities:** The responsibilities of the Young Adult Case Manager include but are not limited to:

- Oversee the intake, enrollment and retention processes for young adults.
- Develop needs assessment; co-create goals and individualized action plans for each enrolled young adult.
- Provide direct service using a strengths-based approach in counseling young adults to increase individual motivation and ensure participants are on track to meet their education and employment goals.
- Manage referral process for young adults to RHI direct services including HSE classes, employment services and social-emotional support services.
- Maintain active support, case management and attendance tracking for young adults in RHI direct services.
- Track and communicate case notes with YA staff members about individual participant progress; collaborate with YA staff on case conferencing barriers to goal completion.
- Assist young adults in finding programs, services, and resources such as housing, employment, education, legal, mental and physical health care services.
- Develop an active database of programs, services, and resources that will be appropriate for young adult referrals and build and maintain

relationships with those partners.

- Work within NYC's Connections 2 Care project to identify and support young adults' mental health needs using approaches such as motivational interviewing, mental health first aid, screenings and referrals, and psychoeducation; collaborate with Young Adult Social Worker to address them.
- Attend all RHI, YA team meetings and suggested trainings/workshops.
- Contribute to program reports and Salesforce data tracking system.
- Represent RHI at relevant events and functions.
- Conduct home visits as necessary.

### **Skills, Knowledge, and Abilities:**

- Knowledge of adolescent and young adult development
- Demonstrated emotional maturity and ability to uphold standards of confidentiality and privacy.
- Proven ability to provide emotional and skill-specific support to young adults.
- Demonstrated knowledge of local and citywide resources for social services; proven ability to mobilize/activate such resources.
- Willingness to do outreach: posting flyers and making phone calls.
- Excellent verbal and written communication skills.
- Detail-orientation, including proven ability to keep accurate records.
- Strong organizational and problem-solving skills.
- Willingness to collaborate on projects and work with a team.
- Ability to work independently.

### **Experience and Qualifications:**

- Bachelor's degree in Social Work, Education, Human Services, Psychology or related major preferred
- At least 2-3 years of direct youth work or social service experience; direct work with young adults 18-24 preferred
- Proficient in MS Office Suite, Google Applications and Salesforce (or similar platforms)
- Knowledge of Red Hook community and RHI mission and vision (preference will be given to Red Hook residents).
- Bilingual (English/Spanish) preferred.

**To Apply: To apply, please send resume, cover letter and salary requirements to [apply@rhicenter.org](mailto:apply@rhicenter.org) with "Young Adult Case Manager" in the subject line.**