



TESSA JOB DESCRIPTION

JOB TITLE:	Youth and Children's Program Case Manager
REPORT TO:	Youth and Children's Program Manager
TIME REQUIREMENT:	40 Hours / Week (Non-Exempt)
PAY RATE:	\$17.79/hr.

SYNOPSIS: The person in this position assists the Youth and Children's Program Manager in the growth and development of the program as well as providing case management, group facilitation and parental support to families in our residential program and in the community. This position also provides basic confidential services, education, information, and support to all child victims of intimate partner and sexual violence, stalking and human trafficking in TESSA's Safehouse, and community clients, through trauma-informed advocacy and empowerment-based case management services.

RESPONSIBILITIES:

- Provides comprehensive and collaborative case management services to Safehouse and Non-Residential families.
- Treat clients with respect, dignity, and empathy utilizing Trauma-Informed Care best practices.
- Assists with the development and implementation of the Safehouse families' service plans.
- Complete intakes, needs assessment, and meet with Safehouse families on a continuous basis to support family empowerment, as directed by the client.
- Works with the Youth and Children's Program Manager regarding approaches to child clients.
- Works cooperatively with other agencies and individuals involved with the client to assure comprehensive service delivery.
- Assists and supports families with educational needs and potential barriers.
- Plans, gather materials for, and implement activities for both residential and non-residential child clients to include Growing Readers, Kid's Club, and Family Night.
- Works with other Youth and Children's Program staff to plan, facilitate, and execute special events to include Summer Camp, Back to School BBQ, Holiday Party and Trunk or Treat.
- Develops and demonstrate knowledge and expertise regarding intimate partner and sexual violence, human trafficking, and stalking.
- Provides education and information to parents and children to support informed choices.
- Develops multicultural services, programming, and outreach as appropriate in collaboration with the Youth and Children's Program Manager.
- Facilitates psycho-educational groups for children and/or adolescents.
- May work with children and/or provide child supervision when a parent seeking services brings child(ren) to TESSA.
- Helps plan and supervise birthday celebrations and other special events.
- Assists parent or guardian in discipline/nurturing techniques when appropriate.
- Meets with new families regarding the Youth and Children's Program rules.



Safe place. Safe families. Safe future.

- Monitors volunteer participation in the Youth and Children's Program when Program Manager is not present.
- Assists in the training and task supervision of volunteers within the Youth and Children's Department.
- Assists in maintaining children's play areas.
- Plans and escorts children on monthly field trips (i.e.: park, zoo, fire station).
- Put together welcome bags for children when they arrive at the Safehouse and Main Office.
- Maintains confidentiality and follows all mandated reporting guidelines.
- Understands department objectives and how they relate to the goals of the agency.
- Prevents, identifies, and removes discriminatory barriers in services provided.
- Provide advocacy services to adult survivors seeking assistance in person or on the phone if and when TESSA is short-staffed.

Record Keeping:

- Documents observations of children's behavior, characteristics, reactions, play style, relationships with parents and peers; communicates information to other TESSA staff and parent, as appropriate and necessary.
- Complete any additional documentation associated with client contacts per department protocol.
- Update and maintain Youth and Children's community resources with Youth and Children's Program Manager.
- Maintain client records in a timely and accurate manner.
- Communicate and follow up with others in a timely and accurate manner.
- Assist in collecting client statistics for program management and grant reporting.

Cultural Inclusivity and Client Relations:

- Recognize that we hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with individuals who are diverse from ourselves.
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members.

Other:

- Treat clients with respect, dignity, and empathy.
- Keep all client information confidential as directed by the client.
- Attend staff meetings, other relevant meetings, trainings, and in-services as assigned.
- Other duties and projects as requested by Youth and Children's Program Manager, Program Director and/ or Chief Executive Officer.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.



Safe place. Safe families. Safe future.

- Must be able to work with children of all ages and with those who have experienced significant trauma.
- Bachelor's of Social Work Degree or Bachelor's degree in relevant field.
- Two years relevant experience; equivalent combination of education and/or experience may be considered.
- Excellent organizational, communication (verbal and written), problem solving, listening and inter-personal skills.
- Attention to detail.
- Ability to work well under stressful circumstances.
- Ability to empathize, encourage and guide.
- Available to work weekends and/ or evenings as required.
- Displays a positive attitude, works well with others, and accepts direction well.
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self-care.
- Able to independently use a computer for Word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Ability to lift 50lbs, intermittently.
- Valid driver's license and car insurance.
- Must be willing to complete background checks.
- Ability to read, write and speak English.
- Fluency in Spanish and/or ASL preferred.
- CPR Training preferred

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TESSA is an equal opportunity employer.

This position is open until filled.

To apply, visit www.TESSAcs.org/aboutTESSA/employment.