

## Youth Case Manager

Position Type: **Regular Full time**

Location: **Saint Paul, MN**

Travel Required: **Under 15%**

Required Education: **Minimum BS, MSW Preferred**

Min Experience Required: **2-3 years**



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### Organization Overview

For 114 years, Merrick Community Services (MCS) has succeeded in its mission *to improve the lives of residents of the East Side of Saint Paul by empowering individuals, strengthening families, and promoting their independence.*

Merrick Community Services was founded on Saint Paul's East Side in 1908 as the Christ Child Society of Saint Paul, in the tradition of an early 20<sup>th</sup> Century Settlement House, which provided essential services to new arrivals and immigrants, and economically disadvantaged individuals and families. Today, Merrick Community Services (MCS) stands as one of the oldest nonprofit social service agencies in Ramsey County, with a history of being steadfast in assisting individuals and families overcome poverty and become self-sufficient. The core programs of MCS are Employment/Career Services, Family Services, Food Shelves, and Meals on Wheels/Senior Services.

### Description

- The Lead Youth Case Manager is responsible for the planning, coordination and implementation of all aspects of, ages 14-24 services. This position reports to the Manager of Employment & Career Services. The ideal candidate will have programming experience and supervising youth during group or field trips; the ability to provide direct service to economically and ethnically diverse populations; and, possess knowledge and understanding of the multiple needs and barriers of individuals and families living in poverty. Creative thinking and problem-solving skills are critical, as is familiarity with compliance issues associated with county and state agencies, ability to engage with a wide range of

stakeholders, managing grants and contracts; Oversight of county case management documentation, tracking and billing.

- Creating Youth Enrichment programs for out of school time under the direction and assistance of collaborative efforts with Employment & Career Services.

## **Duties and Responsibilities**

### **Program Delivery**

- Assure quality delivery of youth and family related services through direct service, management and supervision
- Confirm, convey and enforce operational standards for county and or state contracts and grants.
- Complete required and requested reports, evaluations and summary analyses in a timely manner to Program Manager.
- Recruit, train and monitor department volunteers and interns.
- Create and encourage alliances and collaborations with other community service providers to better meet the needs of participants and promote Merrick Community Services.
- Maintain department Work Force One and Client Track data bases; maintaining accurate client records and department receipts.
- Attend and serve on relevant community meetings and committees.

### **Direct Service**

- Engage in outreach with parents whose children are participating in Merrick Community Services programs and the greater community
- Promote programs, services and events to area residents and organizations.
- Support participants in identifying their strengths and issues, using assessment tools for evaluation
- Assist participants in setting and attaining goals
- Assist parents in identifying community resources and how to utilize them to meet their family's needs
- Complete required and requested reports, evaluations and summary analyses in a timely manner
- Maintain Work Force One and Client Track data bases with accurate case notes and client records
- Promote and represent Merrick Community Services in a supportive and positive manner in existing and new community partnerships.
- Perform other duties as assigned

## **Qualifications**

- Requires a minimum of a Bachelor's Degree with a focus on human services, a related field of study or a combination of training and experience providing equivalent knowledge
- Three to Five-years of experience in Youth and Family Service Program delivery and/or a combination of years in related fields
- Working understanding of county/community-based services/programs that transition individuals and families out of poverty.
- Ability to develop, coordinate and teach a variety of soft skills training, such as interpersonal communication, business ethics, computer skills, negotiation skills, interviewing skills, resume writing, etc.
- Ability to communicate effectively both orally and in writing with and for diverse groups of people
- Must be self-motivated, goal-oriented, possess strong interpersonal skills, and be team-oriented
- Ability to model respectful, inclusive, and responsible behavior that is consistent with the agency mission
- This position requires a valid Minnesota Driver's License and a reliable vehicle to travel locally
- Attend all Merrick Community Service agency trainings and events.

*The above statements are not intended to encompass all functions and qualifications of the position. Rather they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description. Employment at Merrick Community Services is at-will and may be terminated by either employee or employer for any lawful reason.*

*We welcome everyone to apply, especially those individuals who are underrepresented in our sector: individuals who identify as BIPOC, LGBTQI+ and gender fluid or gender nonconforming, individuals with disabilities (both seen and unseen), veterans, people of any age or family status.*

*Equal Opportunity Employer: All qualified applicants will receive consideration for employment without regard to age, race, color, religion, disability, marital status, national origin, sex, gender identity, sexual orientation, familial status, genetic information or a protected veteran status.*