

## Case Manager

### Join our team! You could play an important role at Cocoon House.

We empower young people, families, and communities to break the cycle of homelessness through outreach, housing and prevention. Through our programs, we serve hundreds of youth and their families throughout Snohomish County. To learn more, please visit our website at <http://www.cocoonhouse.org>

We're looking for **Case Managers** –

#### Job Purpose and Additional Details:

- Provide a safe, supportive and structured environment for youth in care through reinforcement of formalized plans and goals as indicated by case planning staff.
- Assist and ensure youth are learning and practicing independent living skills, and are appropriately following schedules, activities, and managing tasks.
- Track and record information on appropriate forms and logs.

**Pay:** \$17.50 per hour.

**Hours:** Full Time, 40 hours per week benefits available 60 days)

**Benefits:** Full benefits after 60 days

**Job Title:** Case Manager

**Reports to:** Program Manager

#### Job requirements:

- Ensure safety of youth. Be able to assess emergency situations and get proper support. Follow mandated reporter requirements by documenting incidents and calling CPS within two (2) hours.
- Develop realistic long term or transitional housing plans with residents when required.
- Maintain a cooperative and effective environment free of discrimination, retaliation and Harassment.
- Make appropriate referrals for medical, dental, mental health and chemical dependency needs.
- Ensure that residents are following guidelines of program. Provide services and support during their stay.
- Meet weekly with the residents assigned to your caseload.
- Maintain all necessary logs and paperwork regarding shelter client files. Maintain accurate data. Assure pertinent information is communicated on appropriate forms, logs and calendars. Maintain individual and common files.
- Assure pertinent information is obtained from or communicated to appropriate parties.
- Communicate directly with other providers to assure youth are following through with their commitments and develops community networks.
- Assist with monitoring staff concerning policy and procedures.
- Understand all contracts that affect residents such as RSLP and HOPE.
- Attend community meetings and ability to direct wrap around meetings with staff and teens.
- Communicate with staff regarding youth needs and case plan follow through.
- Willing to complete other duties as assigned by supervisor

**Qualifications include:**

- Bachelor's in Human Services or related degree.
- Valid Washington State Driver's License
- Experience with, and ability to work effectively with young adults.
- Must be able to meet DSHS licensing criteria (background check, 21 or over, Adult CPR, HIV, First Aid, Food Handlers permit, TB Test).
- Familiarity with area services and accessibility.
- Create welcoming environment.
- Ability to:
  - Assess situations and gather pertinent information.
  - Collaborate with providers.
  - Communicate critical information in person, on phone or in writing. Must be able to assess dangerous situations and access emergency services.
  - Deescalate residents
  - Work as a team member with Site Operator and all staff.
  - Follow policies and procedures.
  - Maintain appropriate boundaries.
  - Track and input data, and complete necessary paperwork.

**Required Meetings:**

- Monthly All Staff Meeting
- Weekly Comprehensive Case Plan meetings with Clinical Supervisor and Site Supervisor when required
- Trainings to maintain certifications and others as identified and approved by Clinical Supervisor and Program Manager

**Within 30 days:**

- Must:
  - Be cleared by DSHS background check.
  - Be over 21 years of age.
  - Provide evidence of a food handler's permit, TB test, HIV certifications, and CPR and First Aid training.

**Working conditions:**

- Because our facilities are staffed 24 hours per day, some Residential Youth Counselors may be required to work nights and/or weekends, dependent on program shifts and Agency needs.
- Staff may work with challenging clients, and must demonstrate the ability to de-escalate youth and situations.

**Physical requirements:**

- Both orally and in writing, communicate effectively with youth, staff, other programs, vendors and the public.
- Be able to hear voices and alarms.
- Possess close vision, far vision, side vision, depth perception, and visual ability to read a variety of materials.
- Have dexterity of hands and fingers to reach, handle and operate telephone, computer keyboard, and record information in appropriate youth files and logs.

Note: Cocoon House will provide reasonable accommodation to qualified persons with disabilities if requested

**More about Cocoon House:**

Cocoon House is strongly committed to removing barriers and supporting inclusion and diversity in all its forms. We strive to create a safe and open atmosphere for young people, families, staff, board members, community partners and funders. We learn from the diverse individuals we work with and embrace their unique attributes to ensure we fulfill our agency mission and core values.

We are an Equal Opportunity Employer. We seek to provide equal opportunity for all persons without regard to race, age, color, religion, gender, gender expression, marital status, sexual orientation, military status, national origin, or any other characteristic protected under the law. People of color and members of the LGBTQ community are strongly encouraged to apply.

If you are interested in this position, please email a resume and cover letter to [chris.eck@cocoonhouse.org](mailto:chris.eck@cocoonhouse.org). No phone calls accepted. Only those candidates being considered will be contacted.