

## Prevention Case Manager

Cocoon House empowers young people, families and communities to break the cycle of homelessness through outreach, housing and prevention. To learn more about how Cocoon House serves Snohomish County youth and their families, please visit our website at:

<http://www.cocoonhouse.org>

We have five locations throughout Snohomish County that serve homeless and at-risk youth and we are looking for a Family Prevention Case Manager who understands the importance of our kids and their families! We do what we do because we want to leave Snohomish County a better place for marginalized youth and their families and we're looking for a Prevention Case Manager who believes the same. It's more than a job, it's a calling. Here is more information about the position:

Job title: Prevention Case Manager

Full Time 40 hrs/wk, 17.50/hr (benefits available 60 days)

Reports to: Prevention Program Manager

Job purpose: Engage families in their homes and in the community to assess for family strengths and needs and create goal plans to meet those needs. Use motivational interviewing to engage families around their identified strengths and needs and ensure progress towards meeting identified needs. Track and record information on appropriate forms and logs. Respond to community calls. Follow licensing, Agency and program policies and requirements. Complete written individualized service plans, weekly case plans, and other documentation in a timely manner. Work collaboratively across Cocoon House programs to insure consistency of care. Facilitate communication with shelter, social workers, and other involved parties on an as needed and ongoing basis. This position requires a typical work schedule of Tuesday – Saturday and regular evening hours as late as 8PM with a high level of flexibility to meet families scheduling needs.

Duties and responsibilities

- 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 goal plans with families across life domains.
- Maintain a cooperative and effective environment free of discrimination, retaliation and Harassment.
- Make appropriate referrals for medical, dental, mental health and chemical dependency needs.
- Meet weekly or as needed with the families assigned to your caseload.
- Maintain all necessary logs and paperwork regarding 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 clients are following through with their commitments and develops community networks.
- Attend community meetings.
- Direct wraparound transition meetings with families and youth as needed.
- Communicate with staff regarding youth and family needs and case plan follow through.
- Willing to complete other duties as assigned by supervisor

#### Qualifications:

- Spanish speaking/bi-lingual preferred
- Multi-cultural and/or LGBTQ highly encouraged to apply
- Bachelor's in social or health services or related degree preferred. Equivalent experience with youth and families may substitute for education.
- Five years' experience working in human services with at least one year of experience with parents of teens and one year with youth and young adults.
- Possess case management skills including comfortable social interaction, interviewing, assessment and counseling
- Valid Washington State Driver's License and reliable transportation
- Must be able to meet DSHS licensing criteria (background check, 21 or over, Adult CPR, HIV, First Aid, Food Handlers permit, TB Test).
- Ability to assess situations and gather pertinent information.
- Ability to communicate critical information in person, on phone or in writing. Must be able to assess dangerous situations and access emergency services.
- Familiarity with area services and accessibility. Collaborate with providers.
- Ability to deescalate residents and families in person and on the phone.
- Ability to work as a team member with all staff.
- Create welcoming environment.
- Ability to follow policies and procedures.
- Maintain professional healthy boundaries with strength-based perspective on families and youth
- Accurate data recording skills, and timely reporting
- Flexible in working hours, available outside regularly scheduled hours to meet family's needs

#### Physical requirements:

- Communicate effectively with youth, families, staff, other programs, vendors and the public, both orally and in writing.
- Hear voice conversations and alarms.
- Possess close vision, far vision, side vision, depth perception, visual ability to read a variety of materials.
- Dexterity of hands and fingers to reach, handle and operate telephone, computer keyboard, record information in appropriate youth files and logs.

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

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.

Cocoon House is 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.