



Position Description

Position Title:	YouthBuild Case Management Program Specialist	Department:	YouthBuild
Reports to:	Director, YouthBuild	Approved By:	
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary purpose of this position is to work with youth in supporting their educational and/or employment goals within the YouthBuild (YB) program. As part of the team, the incumbent will support activities, programs, and educational opportunities for the youth in compliance with the applicable regulations and grant guidelines. Case management, coaching and advising are key components of this role. Additional support in fund raising, recruiting YB members and developing strong community support and collaborative partnerships is needed.

All activities must support the Fort Wayne Housing Authority ("FWHA" or "Authority") and YouthBuild's mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Provides case management, planning, coordination, and delivery of services in concert with YouthBuild guidelines.
- Provide ongoing advising support, advocacy, follow-up, and guidance to program members/students of FWHA YouthBuild.
- Provide members/students resources and support in dealing with their academic, personal, legal, and social service needs, especially those needs that interfere with their ability to meet the program requirements and their personal goals.
- Provide intensive case management and follow-up while working closely with the entire FWHA YouthBuild staff to build leadership skills in the youth and to refer the youth to community services.
- Manage enforcement of the contract between YouthBuild and members/students, including monitoring member/student progress and overseeing progress/performance.
- Assist with raising program funds from public and private funding sources; maintain relationships with funders.
- Build and maintain working relations with community organizations and governmental agencies at all levels.
- Ensures that youth are prepared for, and connected to, the appropriate educational or employment opportunities.
- Keep member files up to date with appropriate documentation and case notes.
- Participate in the development and maintenance of systems for data collection and program performance measurements and reporting for the Department of Labor and other programmatic funders.
- Collects and analyzes data, creates reports to ensure specified member outcomes are met.
- Recruit FWHA YouthBuild Members/Students.



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- Work with the FWHA YouthBuild Program Director, YouthBuild Program Manager and Chief Operating Officer on planning and policy issues; report on program status, needs and problems; participate in the development and maintenance of program policies.
- Dedicated to working directly with a diverse population.
- Ability to cultivate and develop inclusive and equitable working relationships with employees, clients, and community members.
- Supports and enhances a sense of belonging with employee, client, and community member interactions.
- Work towards equity and our agency's commitment to diversity, equity, inclusion and belonging.
- Attends meetings, conferences, and workshops to maintain current knowledge of application programs.
- Supports and participates, as needed, in the development and preparation of grant applications and implementation of awarded grants.
- Assists in the planning and overseeing program events and ceremonies.
- Supports various marketing opportunities for YB's programs, including brochures, newsletters, and flyers, to recruit and connect services to participants.
- Promotes FWHA and YB's brand awareness by adhering to FWHA and YB's brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition with determination and diplomacy.

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.



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Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work and contributes to the overall success of the organization.

Reliability & Judgment: Incumbent demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Education and/or Experience

- Bachelor's Degree in public administration, social services (social work) or related field and 1 to 3 years' experience in youth services or social services case management.
- An equivalent combination of education and experience may be considered.
- Demonstrated success in creating collaborative relationships.
- Must possess a valid state issued driver's license and be insurable under the Authority's plan.

Preferred Education and/or Experience

- 1 to 3 years of experience working with at risk youth/young adults.
- Certified Case Manager credential

Technical Skills

- To perform this job successfully must have solid case management skills and should have strong computer skills (MS Word, Excel, and Outlook).
- Must have the ability to learn other computer software programs as required by assigned tasks.
- Demonstrable communication and active listening skills are required, as well as an ability to display empathy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- To perform this job successfully, the employee is frequently required to remain in a stationary position.
- Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings.
- The employee must be able to communicate via email and verbally via telephone.
- The employee must occasionally transport up to 25 pounds.

Work Environment



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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment. The noise level in the work environment is usually moderate.

Read and Acknowledged

Disclaimer: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other leadership as required. FWHA reserves the right to revise or change job descriptions, job duties, functions and requirements as the need arises. This job description does not constitute a written or implied contract of employment.

Employee Signature

Date

Employee Name (Printed)

Supervisor Signature

Date