



## **BOYS & GIRLS CLUB**

**OF BURBANK AND GREATER  
EAST VALLEY**

**Title: Case Management and Contract Manager**

**Education Level:** College Degree or Equivalent Experience

**Position:** Fulltime; 9 am – 6 pm

**Travel Required:** Yes

**Reports to:** Director of Impact

**Work Schedule:** Monday – Friday; *some weekends required.*

**Salary:** \$25-30 Hourly

### **Job Summary**

The Case Management and Contract Manager plays a pivotal role in coordinating with the Teen Services Coordinator to oversee case managers, specialized member programs, and grants. This includes direct case management of members, supervising, and providing guidance to case manager(s). The role ensures regular engagement with youth participants aged 10-18, facilitating the creation of individual goals and tracking academic achievements. Collaborating with the Director of Impact, the manager ensures timely submission of reports and spearheads training/workshop initiatives related to CAL VIP, OJP, and other case management programs and government grants. Additionally, the Manager of Program Support offers essential support to the Membership Department as needed.

### **ESSENTIAL DUTIES**

- ☐ Attends sites and/or in-service meetings for the purpose of conveying and/or gathering information required to perform functions.
- ☐ Oversee grant reports and adhere to grant reporting requirements such as OJJDP, Community Services Block Grant and CAL VIP.
- ☐ Supervise Case Management staff and provides Case Management services as needed.
- ☐ Assists in the planning and facilitation of internal and external training efforts related to grant programs.
- ☐ Evaluate and enhance training effectiveness and methodologies.
- ☐ Leads the creation of training materials for training/workshops.
- ☐ Participates and assists in the development of training implementation plans.
- ☐ Assists with participant outreach by making follow-up phone calls, scheduling meetings, and in-person outreach.
- ☐ Maintains a variety of manual and electronic documents, files, and records for the purpose of providing up-to-date information and historical reference in accordance with established administrative guidelines and legal requirements. This may include participant information.
- ☐ Assists with assessing participants' needs, situations, personal strengths, and support networks to determine their goals;
- ☐ Responds to inquiries from a variety of internal and external parties (e.g. schools, partners, government agencies, general public, students, etc.)
- ☐ May be assigned other duties as needed.

### **ROLE AND RESPONSIBILITIES:**

- ☐ Identify existing services in the community and surrounding neighborhoods; coordinate referrals and monitor participation.
- ☐ Plan and facilitate educational workshops, recreational activities, social-emotional learning activities, and hands-on learning projects for youth participants.
- ☐ Participate in youth-related outreach and community engagement.
- ☐ Order supplies and oversee the monthly budget for groups.
- ☐ Create flyers and program calendars.

- ☐ Maintain communication with supervisor and team at all times.
- ☐ Maintain confidentiality as required by HIPAA, agency, and other regulatory agencies.

## **QUALIFICATIONS**

- ☐ Experience working with youth in a trauma-informed environment (training available to strengthen these skills);
- ☐ Skilled in assessing youth wellness, needs, and abilities and using the knowledge of them to develop plans.
- ☐ Proficiency in English usage, grammar, spelling, and punctuation (potentially other languages based on youth served, bi-lingual applicants strongly encouraged to apply).
- ☐ Basic methods and techniques of organization and planning.

## **Job Requirements**

- ☐ Working knowledge of Boys & Girls Club programming.
- ☐ Must have a passion for serving and positively inspiring youth.
- ☐ Minimum three years of increasingly responsible experience working with high-risk youth populations, particularly those in areas with high rates of violence.
- ☐ Working with youth in a trauma-informed environment (training available to strengthen these skills).
- ☐ Excellent interpersonal and verbal communication skills and must be a team player.
- ☐ Ability to organize time well, meet deadlines, and focus on completing assigned tasks with minimal supervision.
- ☐ Demonstrate strong communication skills, both verbal and written.
- ☐ CPR/First Aid certification required.
- ☐ May be required to drive club van when needed.

## **Physical Requirements**

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

While performing the duties of this job the employee is frequently required to walk, sit, and stand; talk or hear; use hands to finger; handle or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and may be infrequently required to run. The employee must remain physically fit enough to keep children safe in an emergency.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus. Hand-eye coordination is necessary to perform certain duties. The noise level in the work environment can range from quiet to moderate in office settings to moderate and usually loud in recreation and play settings when children are present.

All employees working directly with children at all Boys & Girls Club of Burbank and Greater East Valley locations are required to work outdoors in various types of weather conditions.

The information presented indicates the general nature and level of work expected of employees in the classification. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, and objectives required of employees assigned to this job.