



BOYS & GIRLS CLUB
OF BURBANK AND GREATER
EAST VALLEY

Title: **Case Manager**

Education Level: College Degree or Equivalent Experience

Position: Part-Time Non-Exempt/ 25 hours per week

Travel Required: Yes

Reports to: Case Management & Contracts Manager

Work Schedule: Monday – Friday; some weekends required.

Salary: \$22-24 per hour

Job Summary

The Case Manager role is responsible for managing member intake for specialized programs/grants, adhere to grant reporting requirements, case manage members. The Case Manager is responsible for scheduling and conducting timely and required case management sessions with youth participant's ages 10-18, helping each member create individual goals and track their academic accomplishments, with the end goal of preventing youth involvement in high-risk behavior. In addition to case management, the Boys & Girls Club Case Manager is responsible for assisting the **Teen Services Coordinator** by providing updates, and reports of all teen related programs for Middle and High school youth.

Miles driven in personal vehicle for business purposes will be reimbursed at the current IRS rate.

Essential Duties & Responsibilities

- Attends site and/or in-service meetings for the purpose of conveying and/or gathering information required to perform functions.
- Establish and maintain records; compile and distribute materials and reports; respond to inquiries from a variety of internal and external sources; and to do other related work as required.
- Coordinates member participant outreach by making follow up phone calls and scheduling meetings.
- Maintain a variety of manual and electronic documents, files and records for the purpose of providing up-to-date information and historical reference in accordance with established administrative guidelines and legal requirements.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 members' needs, situations, personal strengths and support networks to determine their goals.
- Coordinates with appropriate organizations and services including, but not limited to, social services, physical and mental health services, housing support, employment education and substance use, disorder treatment.
- Researches and refers participants to community resources.
- Monitors and tracks milestones such as, employment acquisition, and/or educational progress.
- Responds to inquiries from a variety of internal and external parties (e.g. schools, partners, government agencies, general public, students, etc.) for the purpose of providing information, facilitating communication among parties and/or providing direction.
- Provide leadership and supervision to assigned program and volunteer staff.
- May be assigned other related duties as needed.
- Employee must always maintain a positive and professional attitude/demeanor while working
- Assist and participate in BGC program events and workshops.
- Work with community members to promote the Boys & Girls Club program and recruit new members into the program.
- Ensure the health and safety of members.

- Ensure program areas are clean and organized.
- Attend mandatory staff meetings and training sessions.
- Duties, task and responsibilities as deemed necessary by administration or supervisor.

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)
- Boys & Girls Club programs experience highly preferred
- The ability to accommodate various learning styles and levels
- Excellent interpersonal and verbal communication skills and must be a team player
- Know how to define and work toward positive outcomes
- Ability to organize time well, meets deadlines, and focus on completing assigned tasks with minimal supervision
- Demonstrate strong communications skills, both verbal and written
- CPR/First Aid certification required.
- Required to drive and transport members in Club van for events/afterschool transportation 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 accommodations may be made to enable individuals with disabilities to perform the 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 and 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.

Employee Signature

Date

Chief Executive Officer Signature

Date