

		<b>Youth Services Case Worker</b> <b>Job Description /</b> <b>Physical Requirements and Potential Hazards</b>	
		Supervisor(s): Supportive Housing Lead FLSA Status Supervises: none	EEOC code: L & I code: 8

**Benefits include health, vision, dental, life insurance; 403(b) retirement plan; Employee Assistance Program**

## ESSENTIAL JOB FUNCTIONS:

Our creative team of social service providers is looking for a Youth Services case worker to offer housing support to a caseload of youth and young adults (12-24 years old) experiencing homelessness or housing instability. This position will also advocate for young people within the community and internally to ensure needs are being recognized, represented, and addressed; hours can have some flexibility to meet client needs.

### Job Functions

- Provide either diversion or coordinated entry as well as direct services to youth and young adults (12-24 years old);
- Provide intensive and holistic case management and support services including, but not limited to: housing and intake assessments, identifying housing and other relevant resources, support obtaining a lease, independent living skills development, landlord relations and crisis management;
- Travel to where young people are located to provide above services;
- Acquire knowledge of local resources by working with local housing authorities, providers, and partners and additional resources regarding affordable housing availability, subsidies, voucher capacity, and wrap-around services;
- Maintain individual client case load and manage multiple deadlines, appointments, and data entry, including case notes and file management;
- Participate in relevant community learning opportunities about youth/young adult initiatives, affordable housing programs, and supportive services in the region;
- Actively collaborate with other programs within OlyCAP as well as community partners and housing providers to support the best person-centered care possible;
- Provide and connect to appropriate community resources to assist in behavioral healthcare, independent living, and community integration;
- Develop a person-centered plan to meet the needs of individual clients including short and long-term goals with measurable action steps;
- Provide support and guidance in landlord-tenant communications;
- Attend staff meetings and other regularly scheduled meetings as assigned;
- Other duties as assigned and appropriate.

## KNOWLEDGE SKILLS AND ABILITIES:

- Recognizes the value that different perspectives and cultures bring to an organization; is sensitive to socio-economic and cultural norms, expectations, and ways of communicating;
- Familiarity with local, state, and national issues related to youth and young adult homelessness, and/or navigational knowledge of youth-serving systems and homelessness in general;



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- Highly motivated and willing to participate in program activities and interact effectively with others;
- Ability to work well with people of diverse backgrounds;
- Well-developed verbal and written communication skills;
- Capable of making accurate assessments and referrals for client needs;
- Ability to handle stress when working with people in crisis;
- Ability to work well with a team as well as independently;
- Demonstrated capacity to organize, set priorities, monitor progress towards goals, and track details;
- Ability to manage multiple tasks and competing priorities such as shifting between various responsibilities with diverse stakeholders;
- Knowledge of basic computer applications required;
- Typing and data entry skills required;
- Trained in trauma informed or any other best practices preferred.

**QUALIFICATIONS:**

- Passion for ending homelessness, and belief that it is possible;
- Experience in working with people from diverse cultural, socio-economic, experiential, and/or educational backgrounds;
- Efficient, self-motivated, and a desire to learn;
- Preferred relevant lived experience of homelessness or housing instability -OR- professional experience/bachelor's degree in the field of human development, human services, social work, or a relevant field;
- Demonstrated professionalism, empathy, good humor, patience, and the ability to handle stress;
- Ability to communicate in a clear, concise, and direct manner with various stakeholder groups.



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**PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS**

The following identifies the physical demands and potential hazards typically encountered by this position that can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

- NA:** Not applicable, not required of this position.
- NE:** Requirement is present, but is not essential to the position.
- O:** Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)
- F:** Frequent, 34-66 percent of the time.
- C:** Continuous, over 66 percent of the time.

	<b>NA</b>	<b>NE</b>	<b>O</b>	<b>F</b>	<b>C</b>
Sitting				X	
Walking				X	
Standing				X	
Running		X			
Bending or twisting			X		
Squatting or kneeling		X			
Reaching above shoulder level			X		
Climbing (e.g. ladders)		X			
Driving cars, light duty trucks			X		
Driving heavy duty vehicles	X				
Using foot controls			X		
Repetitive motion of hands/fingers					X
Grasping with hand, gripping				X	



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	NA	NE	O	F	C
Lifting/carrying 10-25 pounds			X		
Lifting/carrying 26-50 pounds			X		
Lifting/carrying more than 50 pounds		X			
Pushing/Pulling			X		
Work in/exposure to inclement weather			X		
Work in/exposure to cold water	X				
Exposure to dust, chemicals or fumes		X			
Work/live in remote field sites	X				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	X				
Work at heights (e.g. towers, poles)	X				
Exposure to infection, germs or contagious diseases	X				
Exposure to blood, body fluid, or potentially contaminated materials	X				
Exposure to needles or sharp implements	X				
Use of hot equipment (e.g., ovens)	X				
Exposure to electrical current			X		
Seeing objects at a distance				X	
Seeing objects peripherally				X	
Seeing close work (e.g., typed print)					X
Distinguishing colors				X	
Hearing conversations or sounds				X	
Hearing via radio or telephone				X	
Communicating through speech					X
Distinguishing odors by smell		X			
Distinguishing tastes	X				



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	NA	NE	O	F	C
Exposure to wild/dangerous animals	X				
Exposure to insect bites or stings	X				
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people			X		
Other:					
Other:					

Other physical or mental requirements of this position that have not been addressed above?

I have read, understand and am able to perform the essential job functions; and physical requirements and potential hazards of this position with or without reasonable accommodation.

\_\_\_\_\_  
 Employee Signature

\_\_\_\_\_  
 Date