



Fresh Lifelines for Youth

Position Title: Leadership Training Program Case Manager

Reports To: Leadership Training Program Manager

Status: Exempt, Full Time

Location: Based in San Mateo County

About Fresh Lifelines for Youth

Fresh Lifelines for Youth (FLY) is currently operating in Santa Clara, San Mateo and Alameda Counties. Working with juvenile justice youth and those at-risk of entering the system, FLY's mission is to prevent juvenile crime and incarceration through legal education, leadership training and one-on-one mentoring. At FLY, we believe that all our children deserve a chance to become more than their past mistakes. However, many children who end up in the juvenile justice system often do not get that chance and they do not have the knowledge, skills or support they need to lead productive lives. They often believe that by the time they are 18, they will be in prison or dead. But, it doesn't have to be this way.

FLY provides legal education, leadership development and mentoring to youth, builds a community who will support their healthy development and helps our juvenile justice systems be more effective and humane. As a result, FLY works collaboratively with all our system partners to actively engage in system reform efforts, and FLY is often asked to take a leadership role in local detention reform work. Together we inspire our at-risk youth and give them a chance to transform from juvenile delinquents into positive community leaders, creating a safer, healthier and happier community for us all.

For more information about Fresh Lifelines for Youth please go to: www.flyprogram.org.

Brief Description of the Leadership Training Program:

The Leadership Training Program is a one-year program providing individualized support and leadership development activities in a group setting to help youth ready for change and transform their lives.

Program Components:

Intensive individualized youth advocacy (5 hours/month—includes 2 in-person contacts)

- 1-on-1 case management
- Advocacy with probation, courts and lawyers
- School advocacy and educational support services to help youth get and stay on track with credit completion

Leadership Development

- 3-day wilderness retreat (twice annually)
- 4 hours/month of group activities/service learning projects

Leadership Training Program Case Manager - Position Summary

The Leadership Training Program Case Manager assumes responsibility of managing a case load of 13 clients annually, connecting them to resources in their community and attending family, probation, school, and external program meetings. Case managers work with youth 1:1 and in small groups to set goals around education, and building life skills and constructive uses of time, in order to prevent recidivism. The case manager is responsible for coordinating and executing community, outdoor and fun activities and events for clients, as well as engaging in community meetings and events that serve FLY's youth population.



Primary Responsibilities:

- Provide ongoing case management for 13 youth including the use of evidence-based practices to build life skills
- Maintain timely and detailed records of case notes and client interaction in ETO database on a weekly basis
- Plan monthly prosocial activities for clients
- Plan community service projects and/or team-building events for clients to carry out on a regular basis
- Build and maintain stakeholder relationships, (i.e. representatives from community based organizations, corporations and donors)
- Prepare agenda for activities and projects and integrate building of developmental assets
- Provide clients with transportation to and from activities and events as needed.
- Attend and actively participate in regular community meetings, Multi-Service Team (MST), as needed/allowed
- Lead thoughtful brief/debrief sessions before and after each activity
- Keep volunteer/interns motivated and engaged in Program through experiential learning and personal example
- Provide timely and organized information about youth and activities on a regular basis
- Provide positive and constructive feedback in a safe environment

**Other duties as needed and assigned. Availability for occasional evening and weekend work and for travel as needed.*

Qualification and Competency Requirements

Positional Competencies – required for our Case Managers

- **Experience and Education:** A Bachelor's degree is preferred, ideally in a related field. A minimum of three years' experience working with underserved or disadvantaged youth is required.
- **Relationship Building:** Ability to initiate, develop and maintain trusting relationships in a short period of time with youth, parents, those representing the juvenile justice system, other key external stakeholders, and FLY volunteers and staff. Possess the passion to energetically promote FLY's mission and Program components to attract, develop and retain youth and volunteer participation with FLY.
- **Strong Motivating & Communication Skills:** Exceptional listening, verbal and written communication skills with all youth and internal/external stakeholders, including: active listening with youth while guiding them to change and shift their behaviors; timely and professional follow-through with phone calls and email correspondence; and the ability to effectively present information in a clear and concise manner to management, program staff and community partners.
- **Resource Management:** Utilizes strategic time and financial management to concentrate efforts on FLY priorities through efficient systems, processes and tools.
- **Data-Driven Programming:** Able to take excellent case notes and log hours/activities with youth during case management sessions and input them into ETO (*Efforts to Outcomes*) Database in a regular and timely fashion. Understands how data informs programmatic changes and allows FLY to track program effectiveness.



Organizational Competencies – required for all FLY staff

- **System-wide Thinking:** Sees the bigger picture of serving our youth and achieving overall agency goals while executing on specific Program deliverables. Uses role to champion FLY's strategic vision internally and externally.
- **Growth Mindset:** Expressed alignment with FLY's Theory of Change model and its ability to drive outcomes and success. Possess the belief that all people are capable of change and that "all our children deserve a chance to become more than their past mistakes." Coaches and develops youth and volunteers with a strengths-based approach.
- **Decisive & Accountable:** With supervision and support from the Program Manager and FLY team, exhibits a well-honed ability to anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate solutions, with understanding of the inherent risks and the implications of making tough decisions. Be accountable to young people, organizational and programmatic results, and the FLY Team.
- **Emotionally Intelligent & Culturally Responsive:** Able to be aware of one's own emotions, perspectives, and beliefs, as well as respond respectfully to those of others. Ability to adapt to change and respect differences in a diverse environment.
- **Computer Skills:** Proficiency with applications including Microsoft Word, Excel, PowerPoint and Outlook. Experienced with data-base systems. Experience with Efforts to Outcomes (ETO) database is a plus.

The Leadership Training Program Case Manager is a full-time, exempt position. FLY offers a competitive salary structure and full benefits. Compensation is commensurate with experience and education. Availability for occasional evening and weekend work and for travel as needed.

Please submit your original cover letter and resume to jobs@flyprogram.org.