



Position Title: Reentry Program Case Manager/Coordinator

Reports To: SMC Law Program Facilities Specialist

Status: Non-exempt, Full Time

Location: San Mateo County

Compensation: Full-time hourly, commensurate with experience and education. Full benefits.

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.

Reentry Program Case Manager/Coordinator - Position Summary

The Reentry Program Case Manager/Coordinator offers structured support and guidance to youth while incarcerated at Camp Glenwood and Camp Kemp in San Mateo County. In addition to facilitating law classes and helping youth understand the rules of probation, case managers work with youth to set goals around education, building life skills and constructive uses of time, in order to prevent recidivism. This role will spend about 20% each week providing coordination and administrative support to the Law Program and Reentry Program in San Mateo County.

Brief Description of the Reentry Program: The Reentry Program empowers youth to decrease juvenile justice system involvement and successfully transition back into their communities.

Program Components:

While youth are In-Custody: Facilitate interactive CBT-based legal education curriculum, including weekly one and a half hour sessions and key experiential components (e.g. role plays, juvenile system stakeholder visit, field trip, photo project, recognition ceremony) that provide:

- Knowledge: Information on legal and social consequences of juvenile crimes and legal system
- Safety: Staff create safety for the group so youth can try new behaviors and identities
- Community: Youth start change cycle within themselves which leads to broader change for their families and communities
- Empathy: Positive experience of juvenile justice system and its members (Judges, DAs, PDs, victims)
- Contemplation: Information on and examples of positive future paths to self-sufficiency

While youth are In-Custody and preparing for Reentry Services/Community Integration:

- Individualized youth support inside the Camps; hours will vary based on individual youth needs
- Cross-program collaboration and communication with all Camp programs staff to provide optimal support for each youth

While youth are Out-of-Custody/Community Integration: 6 months of individual intervention, addressing criminogenic factors and allowing youth to experiment with new identities and build life skills in a safe and supportive environment

- Intensive individualized youth advocacy: Minimum of four hours per month of weekly contact with youth.
- Multi-Disciplinary Team (MDT) Representation: Attend regular MDT meetings, as appropriate.

Primary Responsibilities

Facilitate the Law Related Education Program

- Attend mandatory lead/curriculum trainings, as required by Supervisor.
- Lead the planning and facilitation of weekly law classes and with a recognition ceremony.
- Provide the Probation Department with weekly class attendance reports and updates on the progress of the youth in the class
- Build and maintain stakeholder relationships (i.e. Camp programs manager, probation officers)
- Prepare classroom materials and set-up room for instruction each week
- Maintain classroom control and actively engage youth in each lesson
- Administer and tabulate youth evaluations and surveys

Provide ongoing 1:1 support for youth at the Camps

- Meet with youth regularly inside the Camps and provide crisis counseling, mentorship and coaching on an individualized basis
- Support and coach youth as they prepare for reentry services and community integration
- Meet with youth's Probation Officer to make recommendations around potential services for re-entry youth

Provide ongoing case/crisis management for caseload Reentry Program Youth

- Meet with each youth on caseload for an average of 4 hours per month (this includes both group and individual contacts)
- Provide crisis management and support to clients, as needed. Client issues often include the following: depression, education, employment, family, gangs, homelessness, incarceration, substance abuse, self-esteem, suicide, and violence
- Assist clients and families with locating and receiving outside services to address identified needs

Provide Reentry Program and Law Program with Coordination support (8-10 hours per week). This may include:

- Manage the intake of youth referrals into the LRE Program
- Build and maintain positive probation relationships
- Coordinate the preparation of supplies and food for Law Sites, Training Events, Field Trips, and Graduation
- Coordinate volunteer recruitment in conjunction with the Law Program staff
- Provide general Programmatic and administrative support



- Track and enter law class attendance into ETO database and generate attendance reports for Law Program staff as needed

Engage In Community Meetings/Events

- Identify ways to participate and engage in community events and meetings to understand the needs of the community in which the clients live
- Attend and actively participate in regular community meetings, MDT's, as needed
- Represent FLY at community resource fairs

Qualification and Competency Requirements

Positional Competencies – required for our Case Managers

- *Experience and Education*: A minimum of three years' experience working with underserved or disadvantaged youth is required. Direct service case management experience is preferred. A Bachelor's degree in a related field is preferred.
- *Bilingual*: Our ideal candidate will be bilingual in English and Spanish. This is preferred but not 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/vision and FLY 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 pushing 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 top management, program staff and community partners.
- *Facilitation and Classroom Management*: Ability to facilitate law classes effectively with FLY youth, maintain classroom control and actively engage youth in each lesson.
- *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 coaching 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 Aftercare Program deliverables. Uses role to champion FLY's strategic vision internally and externally.
- *Growth Mindset*: 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 with a strengths-based approach.
- *Decisive & Accountable*: With supervision and support from the Law Program 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, beliefs and identities, 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, specifically with Efforts to Outcomes (ETO) database is a plus.
- *Availability* for occasional evening and weekend work and for travel as needed.