



**Position Title:** Leadership Training Program Case Manager

**Reports To:** Leadership Training Program Manager

**Status:** Exempt, Full Time

**Compensation:** Full-time Salary, 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](http://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
- 4 hours/every other 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/Crisis Management for 13 youth*

- Meet with each youth on caseload for an average of 5 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
- Maintain thorough case management paperwork in client file. "Paperwork" includes but is not limited to the following: assessments, case management notes, client contracts, and service plans.
- Attend court hearings, outside service meetings, probation meetings, school meetings, and Individual Educational Plan (IEP) meetings, as needed and/or requested by the client
- Help the client set and achieve goals around education, vocation, family, and health through asset development models that encourage leadership and life-skill-building
- Provide clients with transportation to and from activities, events, and individual meetings, as needed.
- Provide supervisor with regular updates about each client and ensure that file is ready for a supervisory review at any time

### *Plan Activities for Clients*

- Plan community service projects and/or team-building events for clients to carry out on a regular basis
- Identify and collaborate with representatives from community based organizations and/or other companies to plan youth activities
- Prepare agenda for activities and projects and integrate building of developmental assets
- Clear clients through the Probation Department to attend activities and follow-up to inform Probation of clients' progress in the activity.

### *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, Multi-Service Team (MST), as needed/allowed
- Represent FLY at community resource fairs

*\*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 preferred. Direct service case management experience is preferred.
- *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 Leadership 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.
- **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 Leadership 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 with a strengths-based approach.
- **Decisive & Accountable:** With supervision and support from the Leadership 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.***

***Please submit your original cover letter and resume to [jobs@flyprogram.org](mailto:jobs@flyprogram.org).***