



**Position Title:** CAFA Mentor Program Lead Case Manager

**Reports To:** Alameda County Program Manager

**Status:** Exempt, Full Time

**Location:** Based in Alameda County

### **About Fresh Lifelines for Youth**

Founded in 2000, Fresh Lifelines for Youth (FLY) is an award-winning nonprofit working to break the cycle of juvenile violence, crime, and incarceration. FLY believes that all our children deserve a chance to become more than their past mistakes. FLY's legal education, leadership training, and mentoring programs motivate and equip youth to change the course of their lives. We are also committed to helping our juvenile justice systems become more just, humane, and equitable. As a result, FLY increases safety in our communities and decreases the costs and consequences of crime.

For more information about Fresh Lifelines for Youth please go to: [www.flyprogram.org](http://www.flyprogram.org).

**Brief Description:** The CAFA Mentor Program aims to inspire new attitudes, behaviors, and ambitions in juvenile justice involved youth by creating and facilitating lasting connections with trained, caring, and committed mentors/court advocates.

### **CAFA Mentor Program Components:**

The CAFA Mentor Program follows the six evidence based practice principles (Recruitment, Screening, Training, Matching, and Monitoring & Support, Closure) for mentoring and asks the mentor to meet with mentees 2-3 hours per week. All mentors serve as court appointed advocates for their mentees who are referred to the program through probation. Along with this, the CAFA Mentor Program engages a four phase case management model informed by Critical Time Intervention (CTI).

### **CAFA Mentor Program Case Manager - Position Summary**

The CAFA Mentor Program Lead Case Manager will be an on-the-ground program leader for a pilot of a FLY program that is expanding into Alameda County starting in May 2018. The CAFA Mentor Program has been running in Santa Clara County for several years and this person will play a key role in bringing this program that combines mentorship and court appointed advocacy into the Alameda County Juvenile Justice System.

Along with being a key program leader, this role will provide intensive individualized match support to a caseload of 15 clients and their volunteer mentors. CAFA Mentor Program Lead Case Manager will support both the youth and volunteer mentor in achieving a high quality match. Lead Case Manager will also connect youth to resources in their community, as well as attend family, probation, school, and system partner/advocacy meetings. The CAFA Mentor Program Lead Case Manager will also be responsible for supporting and executing activities for clients. In addition, this position will be responsible for providing general administrative support to the CAFA Mentor Program. This role will collaborate with a small team, including the Alameda County Program Manager, Alameda County Program Assistant, and the Director of Innovation & Growth, to implement volunteer/youth recruitment, volunteer/youth screening, planning and implementation of training and events.

### **Primary Responsibilities:**



- Provide intensive individualized case management support to 15 mentor/mentee matches
  - Meet and support each match on caseload 1-3 hours per month in the following capacities: provide crisis management, court advocacy, and match support to clients and volunteers.
  - Recruit and screen youth to participate in the CAFA Mentor Program
  - Match youth in the program with a volunteer mentor
  - Co-facilitate volunteer trainings to help identify appropriate volunteer matches for mentor program clients
  - Document all client/volunteer contact and case management progress into FLY's internal tracking system, Efforts to Outcomes (ETO).
  - Maintain thorough case management paperwork in client file. "Paperwork" includes but is not limited to the following: intake and progress assessments, client agreements, and service plans.
  - Recognize and acknowledge youth strengths, talents, life-events, and accomplishments
- Collaborate with CAFA Mentor Program team to plan and execute activities for mentors/mentees
  - Provide clients with transportation to and from FLY group activities, events, and case management meetings as needed.
  - Note: Many FLY events and activities occur during nights and weekends and require flexibility in staff schedules.
- Lead the recruitment, screening and training of volunteers to participate in the CAFA Mentor Program
- Attend weekly supervision/team meetings with County Program Manager to discuss client progress on agency outcomes, youth issues/areas of concern, as well next steps on action plan items.
- Attend community partner meetings/trainings
- Provide General Program and Administrative Support
- *Other duties as needed and assigned.*

## 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 Mentor Program Lead 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](mailto:jobs@flyprogram.org).***