



Job Title: Northern Lights Housing Case Manager

Position Type: Full-time non-exempt (hourly), 1:00pm – 9:00pm Mon, Tue, Thurs, Fri and 9:30am – 5:30pm on Wed.

Salary Range: \$16.00 – \$18.00 hourly, commensurate with experience

Benefits Package: Medical, dental, vision, life insurance, PTO, paid holidays, short-term disability, and retirement plan

Reports to: Community Housing Program Manager and Program Director

ORGANIZATION: Life House is an innovative nonprofit organization serving at-risk and homeless youth ages 14-24 located in downtown Duluth, MN. Focusing on Positive Youth Development through housing stability, educational support, economic security, improved health, and connection to community, Life House programs assist youth who are homeless or at risk of homelessness to overcome poverty, trauma, mental illness, low educational achievement and joblessness to transition to independent living.

SUMMARY: Builds therapeutic relationships with homeless youth ages 18-24, and their children, enrolled in the Northern Lights Safe Harbor Housing Program in order to assist them in achieving housing stability and recovery from the harms of commercial sexual exploitation. Provides case management services to address multiple complex needs and reduce barriers, including referrals to other Life House programs and/or community resources.

Focus area duties and responsibilities – Case Manager – Housing:

- Meet with youth/heads of households to determine housing eligibility, service preferences and assess barriers to successful tenancy.
- In conjunction with youth, develop a service plan to establish goals and action steps toward stabilization, independent living, and self-sufficiency; assist youth in identifying and accessing services necessary to reach housing goals.
- Provide case management and support to homeless youth enrolled in the Northern Lights Program, providing services and supervision on-site to assist residents in accessing needed services in the community; utilize personal vehicle, in good working order, to transport clients to appointments as indicated.
- Assists youth to obtain benefits they are or may be eligible for, such as Medical Assistance, General Assistance, Social Security Disability, Supplemental Security Income, food support, child care/respite, etc.
- Assist youth in maintaining their subsidized housing unit by completing all subsidy requirements, within 14 days of any changes (income / household size), and annually thereafter.
- Meet with youth at least once / week (more often when needed), including home visits, to monitor progress and /or barriers toward achieving Independent Living Plan goals and to ensure proper housekeeping and condition of apartment.
- Provide crisis intervention as needed and/or when requested by property management; address disputes or differences between residents and property management; assist in household disputes and conflict resolution between residents.
- Ensure that Housing Program recordkeeping and reporting systems (i.e. Apricot) are accurately maintained; complete progress notes and program-related reporting as required.
- Facilitate Circles of Security parenting curriculum to all interested parenting youth in the program.

Focus area duties and responsibilities – Life House:

- Recruit youth participation and co-facilitate Leadership Circle on a bi-weekly basis;
- Provide services applying strengths-based, Positive Youth Development and client-centered approaches to young people who are homeless or at risk of homelessness.

- Develop healthy and helpful relationships with homeless and street youth while maintaining professional boundaries; demonstrate kind assertiveness in setting limits with youth.
- Participate in weekly Life House case consultation meeting to discuss program participants and provide progress updates; attend Life House weekly staff and program meetings, quarterly and other trainings as indicated.
- Provide coverage in the Youth Center, as needed, to interact with youth in the milieu; assist in supervision of youth to ensure rules are upheld for the safety and well-being of all clients and staff; assist with other Life House program coverage as necessary.
- Maintain clear communication with Life House program staff to facilitate consistent, appropriate responses to youth behavior.
- Respond to crisis situations following outlined procedures including proper notification, documentation, and programmatic follow up.
- Perform other duties as may be assigned by Executive Director, Community Housing Program Manager and Program Directors.

QUALIFICATIONS:

Education: Bachelor’s degree in human services field or equivalent combination of experience and education.

Qualifications:

- Demonstrated experience with one or more high-barrier populations (chemical dependency, mental health, domestic violence, commercial sexual exploitation, homeless, at-risk youth)
- Flexible, confident, and able to maintain composure under stress
- Proficient in Microsoft Office applications
- Demonstrated knowledge of and ability to work effectively with youth with a variety of identities, cultures, and backgrounds including ethnic/racial minorities and LGBTQ youth
- Ability to pass a criminal background check

Certificates, Licenses, Registrations:

- Valid Minnesota Driver’s License and proof of auto insurance
- Adult CPR & Basic First Aid

Position is full-time non-exempt (hourly). Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Life House.

Life House provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, age, physical or mental disability, veteran status or other protected classification. Life House encourages individuals with diverse backgrounds and members of the LGBTQ community to apply.

To apply send cover letter, resume, and completed application to by 4:30 p.m. Friday September 17 or open until filled:

Life House
 HR/ Housing Case Manager
 102 W 1st Street
 Duluth, MN 55802
 or
HR@life-house.org