



Job Title: Transitional Employment Case Manager

Position Type: Full-time non-exempt (hourly)

Schedule: Monday through Friday days plus occasional evenings & weekends

Salary Range: \$17.00 - \$19.00 / hourly

Benefits Package: Medical, dental, vision, life insurance, PTO, Short term disability, 401K, six paid holidays

Reports to: Futures Program Manager

ORGANIZATION: Life House is an innovative nonprofit organization serving at-risk and homeless youth ages 14-25 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 into independent living.

SUMMARY: Reporting to the Futures Program Manager and working closely with the Futures Education Case Manager, the Transitional Employment Case Manager supports youth to explore, launch, maintain and develop various social enterprises while building therapeutic relationships with other youth enrolled in the program. Additionally, the Transitional Employment Case Manager provides support to youth in their substance abuse recovery, address multiple complex needs, and reduce barriers in order to assist them to reach employment outcomes consistent with their individual strengths, talents and interests.

Focus area duties and responsibilities – Transitional Employment Case Manager – Futures:

- In conjunction with youth, conduct vocational assessments and develop an Individual Service Plan for employment aligned with each youth's strengths and deficits, personal vocational needs, goals and milestones across multiple domains: education, independent living skills, work readiness, and employment skills.
- Work in close collaboration with Life House's Mental Health & Wellness Program staff to formulate a comprehensive wellness plan, which may include a substance abuse recovery plan for each participant.
- Work with partner agencies to facilitate career readiness workshops.
- Empower participants to provide feedback through formal and informal opportunities such as youth-led small business development, satisfaction surveys, and monthly check-ins with youth.
- Provide career exploration through field trips to area businesses, college tours, and guest speakers. This also includes ongoing coaching and opportunities to practice customer service and soft skills with local partners.
- Utilizing the Life House van or personal vehicle, in good working order, provide transportation to appointments as indicated.
- In close collaboration with the Futures Program Manager, work with the transitional employment program's participants to maintain and develop youth-led social enterprises.
- Conduct grant-mandated program evaluation activities in a timely and accurate manner.
- Supervise retail store operations to ensure high quality customer service.
- Schedule meetings with partner agencies who provide services to and/or regularly interact with youth in the Transitional Employment program; encourage referrals; obtain ROIs as indicated.

Other duties and responsibilities:

- Provide services applying harm reduction, strengths-based, Positive Youth Development, trauma-informed and client-centered approaches to young people who are homeless or at risk of homelessness.
- Develop healthy and helpful relationships with homeless and at-risk youth while maintaining professional boundaries; demonstrate kind assertiveness in setting limits with youth.

- Participate in weekly Life House case consultation meetings to discuss program participants and provide progress updates; attend Life House weekly staff and program meetings, and other trainings as indicated.
- Provide coverage in the Youth Center to interact with youth in the milieu; assist in supervision of youth to ensure guidelines 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, and appropriate responses to youth behavior.
- Respond to crisis situations following outlined procedures including proper notification, documentation, and programmatic follow up.
- Ensure that Futures Program recordkeeping and reporting systems are accurately maintained; complete progress notes and program-related reporting as required.
- Perform other duties as assigned by Executive Director, Program Directors or Futures Program Manager.

QUALIFICATIONS:

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

Qualifications:

- Two+ years of 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 youth of color 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 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, gender identity and/or expression, age, physical or mental disability, veteran status or other protected classification. Life House encourages individuals with diverse backgrounds, lived experience, and/or members of the LGBTQ+ community.

To apply send your completed application, cover letter, and resume to:

Life House
 HR/Transitional Employment Case Manager
 102 W 1st Street
 Duluth, MN 55802

Or

Email: HR@life-house.org

Include the Subject Line: Transitional Employment Case Manager

For applications, please go to: <https://lifehouseduluth.org/contact/careers/>