



**Job Title:** The Loft Case Manager

**Position Type:** Full-time non-exempt (Hourly)

**Schedule:** Sunday- Thursday 7am-3pm

**Salary Range:** \$18.00-20.00 hourly, commensurate with experience

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

**Reports to:** The Loft Supervisor

**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:** Working in cooperation with and reporting to the Loft Supervisor, the Loft Case Manager builds therapeutic relationships and provides intensive supervision of youth residing in the Loft, in order to assist them in achieving housing stability, recovery from complex trauma, setting and reaching personal goals, family reunification and/or independent self-sufficiency. The Loft Case Manager is responsible for maintaining youth files and communicating with outside professionals involved in resident's program planning.

#### **Focus area duties and responsibilities – Loft Case Manager**

- Assist the Loft Supervisor in the development and direct implementation of each youth's Independent Living Plan/Transitional Services Plan to assist youth to move toward stabilization, independent living, and self-sufficiency.
- Assist youth to develop and monitor progress toward established goals and action steps outlined in the Independent Living Plan/Transitional Services Plan, including meeting with designated youth for weekly Case Management meetings.
- Ensure intake and discharge paperwork is thoroughly completed for all youth entering and leaving the Loft.
- Arrange transportation for youth to appointments or scheduled meetings.
- Provide crisis intervention as needed; assist in household disputes and conflict resolution between residents in order to foster a safe, positive living environment.
- Oversee and ensure compliance with regulations per DHS license, including administration of medications, case note documentation, safety planning, room checks, maintaining youth files, etc.
- Engage youth in positive peer relations, group building, recreational and leisure time activities and outings.
- Maintain the daily routine, supervise chores, assist in meal planning and preparation, assist with light cleaning and other household tasks as indicated.
- Utilize personal vehicle, in good working order, to transport clients to appointments as indicated.
- Participate in being available by phone to direct service staff as part of a weekly, rotating on call/back up schedule.
- Maintain confidentiality of all client information.

#### **Focus area duties and responsibilities – Life House:**

- 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 kindly assertiveness in setting limits with youth.
- Assist with other Life House program coverage as necessary.

- Participate in Safe Harbor trainings and professional development sufficient for the provision of best practice services for youth who are victim of CSE.
- 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.
- Ensure that Housing Program and Safe Harbor program recordkeeping and reporting systems are accurately maintained; complete progress notes and program-related reporting as required. This includes documentation necessary to maintain DHS transitional services certification for minors in congregate living.
- Work evenings and weekends if necessary.
- Perform other duties as may be assigned by Executive Director, Program Directors, and/or Program Manager.

**QUALIFICATIONS:**

**Education:** BA in human services field or equivalent combination of experience and education, 3+ years’ experience working with at-risk youth.

**Qualifications:**

- Demonstrated ability to follow through with case management related tasks such as planning and implementing skills groups, scheduling youth appointments and assisting youth to make tangible goals and support them in meeting stated goals
- Demonstrated experience in working with at-risk youth to reach their goals
- Proficient in Microsoft Office applications
- Demonstrated experience in one or more of the following areas: mental health, chemical dependency, emotional/behavioral special education, at-risk youth issues, trafficking
- Knowledge of /interest in learning trauma informed, victim-centered, culturally appropriate work with youth who are victims of violence and sexual exploitation
- 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 and DHS 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.

To apply send application, cover letter, and resume to address or email below. Position open until filled to:

Life House  
 Attn: Human Resources  
 102 W 1st Street  
 Duluth, MN 55802

or

Email  
 Subject: The Loft Case Manager  
 hr@life-house.org