



YOUTH CENTER OF TEXAS
Crisis Intervention & Integrated Services

JOB TITLE: CASE MANAGER
FMLA STATUS: EXEMPT- FULL TIME
SALARY: \$38,000 - \$50,000

THE YOUTH CENTER OF TEXAS. The Youth Center of Texas (Youth Center) is a 24-hour, 8-bedroom transitional living program for victims of commercial sexual exploitation of youth (CSEY) ages 18-22 (Survivors) and their babies. We are the first CSEY-specific program in Bexar County to provide a CSEY-specific transitional living program. The Youth Center provides emergency shelter, transitional living, specialized case management, care coordination, advocacy, clinical, legal, transportation, parenting, education, and employment support services designed to successfully transition Survivors into an independent, productive, and victimization-free life. Specifically, the Youth Center provides:

- Emergency shelter and Transitional Living Program services.
- Basic shelter to include clean clothing, warm food, private bedrooms, and hot showers.
- 24-hour case management and clinical services designed around the Transtheoretical Model of Change (Prochaska et al. 1992), tailored to meet each Survivor's individual stage of trauma and victimization.
- CSE-IT (Commercial Sexual Exploitation Identification Tool) screening.
- 24-hour case management services, initial clinical assessments, weekly clinical sessions, crisis intervention services, and long-term remote clinical and case management services.
- Nurturing Parenting Program[®] provided by a certified a Case Manager.
- Legal advocacy for criminal, juvenile, and family court matters.
- Transportation to and from medical appointments, job interviews, work, educational classes, and other appointments that support a Survivor's service plan goals.
- Assistance with identifying and securing long-term stable and appropriate housing, including registering with the City of San Antonio Rapid Re-Housing program via the Homeless Management Information System (HMIS). Youth Center is a Network Partner with South Alamo Regional Alliance for the Homeless (SARAH) and can provide this service on-site.
- Assistance with identifying and securing medical care, psychiatric evaluations and treatment, substance use evaluations and treatment, job training, educational opportunities, employment, Crime Victims Compensation (CVC), and government issued documents such as I.D. cards, social security cards, and birth certificates.
- A therapeutic environment for survivors to stabilize and work with the Youth Center case managers to achieve positive outcomes in accordance with their service plan goals.
- Trauma-informed and non-judgmental support from staff trained in Trust-Based Relational Intervention[®] (TBRI[®]).

JOB DESCRIPTION. The Case Manager is responsible for ensuring that the Youth Center program policies and procedures are carried out in a professional, respectable, non-judgmental, and Survivor-led manner. The Case Manager reports to, and is supervised by, the Director – Case Management & Care Coordination (**Director - CMCC**). As the Case Manager, you will be expected to:

- Work independently with little to no supervision. Training will be provided; you will not work alone until the CCM has determined that you are adequately trained.
- Complete the required Youth Center training, including TBRI® (Trust-Based Relational Intervention), CSE-IT (Commercial Sexual Exploitation Identification Tool), Motivational Interviewing, and other trainings as required.
- Develop, in collaboration with the Survivors, the Survivor’s service plan and assist the Survivors with accomplishing the goals set forth in the service plan.
- Identify and secure appropriate services and resources around the State for each Survivor, in accordance with the Survivor’s service plan.
- Complete multiple tasks simultaneously in a fast-paced, high-energy, and sometimes noisy environment.
- Delegate appropriate tasks to the Case Workers to ensure that you are working mostly on Case Management activities.
- Enter large amounts of data into an electronic database, e-files, and paper files while effectively supporting our Survivors.
- Provide transportation services for Survivors as needed.
- Provide basic care needs to the Survivors of the Sunflower Home Program, including showers, meals, and rest.
- Complete and submit all required documentation in a complete and timely manner, as directed by the Director - CCMM.
- Communicate and collaborate in a professional and courteous manner with our community partners to ensure that Survivors are receiving services in accordance with the Service Plans.
- Assist with housecleaning tasks such as doing multiple loads of laundry, vacuuming, bathroom cleaning, and dish washing. Janitorial services are provided, but Youth Center staff are expected to assist in maintaining a clean environment.
- Assist with organizational tasks such as assembling new paper files, organizing office cabinets and closets, and copying and distributing Youth Center fliers.
- Other reasonable tasks, as assigned by the CCM.

HOURS/SHIFT DETAILS. The Case Manager is required to:

- Work a minimum of 40 hours per week, as scheduled by the CCM. The Youth Center is a 24-hour program. We are open on the weekends and holidays, and as such, you may be scheduled to work any days during the week.
- Be reliable and on time. Tardiness and not showing up for shift without prior notice is disrespectful to your team and will not be allowed.

APPLICANT REQUIREMENTS.

- Applicants must possess a minimum of a high school diploma education. Experience in working with at-risk youth and victims of will be given preference over applicants who do not have this type of experience.
- Applicants must possess a basic knowledge of the child welfare system, juvenile justice system, and the criminal justice system.
- Applicants must possess a basic knowledge of victim-centered care and trust-based relationships.
- Fluency in Spanish will be considered a positive qualification.
- Applicants must be willing to submit to a state and federal criminal background check and Texas child abuse registry check prior to working with youth. Youth Center reserves the right to terminate employment offers and employment agreements depending on the results of the criminal background check and future criminal charges.
- Chosen applicants must complete a **90-day probationary period**, during which you may be terminated for no cause.
- Applicants must be able to effectively de-escalate contentious and volatile situations in a calm and effective manner; physical restraint is not utilized by Youth Center staff and will result in termination.
- Must have proficient computer skills and a strong knowledge of Microsoft Office applications.
- Must have reliable transportation to get to and from the Youth Center and to transport Survivors when needed. A copy of your valid Texas Driver's License and general liability insurance that covers you and your passengers will be required.

BENEFITS. A benefits package to include medical, vision, and dental will be offered to you (no spouses of family members) at the end of your 90-day probationary period.

YOUTH CENTER LOCATION. Youth Center of Texas is located ChildSafe Salado Creek Campus at 3730 East IH-10, Suite B, San Antonio, Texas, 78220. Website: www.youthcenteroftexas.org. Facebook: <https://www.facebook.com/youthcenteroftexas>.

APPLICATION SUBMISSION. *DO NOT USE THE INDEED or OTHER ONLINE APPLICATION SUBMISSION FORM.* You must email the following to jobs@youthcenteroftexas.org :

1. Your current resume or CV; and
2. Two (2) work references with phone numbers.

EQUAL OPPORTUNITY EMPLOYER. Youth Center is an Equal Opportunity Employer. Team members are chosen based on their dedication and ability, without regard to race, color, religion, sex, national origin, disability, marital status, or sexual orientation, in accordance with federal and state law.

***SALARY.** Salary will be determined based on the applicant's education, experience, knowledge, and expertise in this field of work.

DISCLAIMER. The Youth Center reserves the right to waive, change, add, or delete any terms of this Job Description. Any revisions to this Job Description will be clearly identified and re-posted to its original site.