EL CENTRO de la RAZA
JOB SUMMARY

GENERAL INFORMATION

Position Title: YOUTH CASE MANAGER (FWOD)
Pay Status: Executive____ Management____ Staff____ X
            Contract_____ Exempt____ Non-Exempt____ X
Reports To: Human Services Director
Date Summary Established: 10/16 Last Revision Date: 9/20
Written by: Human Services Director Approved by: Executive Director

VALUES STATEMENT

El Centro de la Raza is a voice and a hub for Seattle and Martin Luther King, Jr. County’s Latino community as we advocate on behalf of our people and work to achieve social justice. Through our comprehensive programs and services, we empower members of the Latino community as fully participating members of society. We also work to raise awareness with the public, and government, business and civic leaders about the needs of the Chicano/Latino community in the United States.

POSITION SUMMARY

The Youth Case Manager will provide culturally and linguistically competent, trauma informed case management services leading to their high school diploma, targeting Latinx youth at Federal Way Open Doors (FWOD), a reengagement center for high school students who are disconnected from traditional high school. Maintaining the flexibility to provide service virtually and remotely as well as in school per the Federal Way School District.

ESSENTIAL FUNCTIONS

- Work, engage and represent the Latinx students/community within the BSK TIRP Village and cohort. Work with the FWOD staff to identify and support students ages 16-21 to set and achieve their identified goals and ultimately complete their high school diploma in accordance with measurements standards outlined in the program contract.
- Provide intake, assessment and goal setting for reengagement in attendance, high school completion/GED and post-secondary education and/or career. Work with academic advisors and teachers to directly engage students in planning their engagement with Federal Way Open Doors. Ensure they are included in creating their individualized learning plan by describing their vision for why they are in the program, setting personal and academic goals, identifying the projects they will complete to reach these goals, and defining how achievement will be measured.
- Involve students in the planning, implementation, and evaluation of El Centro de la Raza’s cultural enrichment portion of the program to implement during the school day. Facilitate student input in the beginning of the year on weekly curriculum and topics to
be covered, and provide students the opportunity to collaborate in planning special events and field trips.

- Gather participant feedback throughout the year about what is working well and what could be improved in the program, and use this to evaluate overall program effectiveness and modify the program as needed.
- Use Best Start for Kids, Trauma-Informed and Restorative Practice program strategy and goals to faculty during professional development and/or school staff meeting.
- Work closely with a school liaison and conduct monthly TIRP Innovative Team meetings to plan, schedule and monitor student success and address the school culture and climate.
- Join and attend existing relevant school-based committee(s) such as PBIS, MTSS, building leadership teams, Family Engagement, Equity Team, etc. to provide opportunities for support and collaboration.
- Provide weekly activities and special projects to build self-confidence, cultural-identifies, histories and youth leadership for students on caseload.
- Provide two orientations for parents/caregivers of students in program. Encourage parent involvement and plan community events, as identified.
- Provide intense case management by meeting with students to support them academically, providing guidance, monitoring grades, attendance, and development of an Individualized Service Plan toward the goal of graduation or completion.
- Provide Spanish language translation, make phone calls and/or home visits as necessary.
- Provide trauma-informed care and restorative justice with students as needed. Trainings provided upon approval of director.
- Connect students to community resources and supports such as employment referrals, parole support, mental health providers or drug and alcohol treatment programs.
- Track efforts and submit weekly and monthly reports of student progress.
- Attend weekly briefings as needed and a weekly meeting with teachers and other staff.
- Attend Charlas, monthly staff meetings and work at the El Centro de la Raza office every Thursday.
- Prepare and submit all required program reports, Salesforce, CSBG and United Way by required deadlines.
- Conducts surveys, needs assessment interviews with parents, rental and food assistance and follow all document collection processes and requirements during Covid 19.
- Communicate with the Human Services Director to provide program progress and updates, meet weekly with Human Services Director for one-on-one program meeting.
- Maintain weekly record of hours, case files, monthly reports and other documentation.
- Perform other duties as assigned.

MEASURABLE STANDARDS

- Must have a proven ability to work well with at-risk youth.
- Must be able to work with participants from a variety of ethnic and cultural backgrounds.
- Understands and fulfills contractual obligations.
- Must be able to maintain effective relationship with co-workers, participants, parents, community representatives, and general public.
• Must be able to work in a multi-cultural/multi-ethnic environment.
• Strong written and verbal communication skills.
• Presents a professional manner and appearance.

JOB QUALIFICATIONS
Essential minimum skills, education, and experience:

• Bachelor’s degree and five years’ social services experience or other transferrable work experience.
• Previous experience working with at-risk youth a must.
• Bilingual Spanish/English both written and oral fluency.
• Must have a car and a valid Washington driver’s license and show evidence of insurability.
• Must have excellent oral, written and organizational communication skills.
• Must have excellent computer skills, specifically in Excel and Word.
• Must have good attention to detail, creating and maintaining case management files.

WORKING CONDITIONS/ENVIRONMENT

Work performed indoors in an open climate controlled environment. Travel within Federal Way and participant service locations are required for this position. May require evening or weekend service outside of scheduled hours. Works a minimum of 40 hours per week. This position requires a 6-month probationary period.

NOTES AND SPECIAL REQUIREMENTS

A criminal background check is required for this position, due to the fact that this individual works with youth on a regular basis. The above duties or working procedures describe the chief function of the job and are not considered to be a detailed description of every duty of the job.

BENEFITS

This position is eligible for El Centro de la Raza’s full benefit package including medical/dental/life insurance coverage, 401(k) plan, paid vacation and sick leave, and eight paid holidays. In addition to these paid holidays, El Centro gives additional paid time off (up to 5 days) during the last week of December for qualified employees. El Centro employees also benefit from ongoing professional development opportunities.

APPLICATION PROCESS

Please send resume to Shannon Armstrong at sarmstrong@elcentrodelaraza.org, or stop by El Centro de la Raza at 2524 16th Ave S, Seattle, WA 98144, to drop off a resume and pick up an application. If you have questions, please call 206.957.4626.