



LEAD YOUTH OUTREACH CASE MANAGER

GENERAL DESCRIPTION

The Lead Outreach Case Manager is responsible for providing mobile outreach and survival assistance to youth who are at-risk of or currently experiencing houselessness on O‘ahu. The Lead Outreach Case Manager works as part of a team within RYSE with the goal of ending youth houselessness. Other responsibilities include referring youth to resources, youth advocacy, and developing community awareness.

REPORTS TO: Outreach Program Manager

JOB RESPONSIBILITIES

A. Street Outreach

- Collecting and reporting data on outreach activities including services provided, system enrollment, number of individuals reached, and/or any barriers or challenges encountered.
- Training and supervising outreach team members provide guidance and support and ensure the outreach efforts are conducted effectively and up to standard.
- Developing and implementing outreach strategies such as identifying target areas, creating outreach schedules, and organizing bi-monthly outreach events.
- Locating and providing mobile outreach for youth who are at risk of houselessness, unsheltered or living between friends, family members, and willing adults.
- Providing out-of-home youth with appropriate housing/shelter referrals and linking to community resources.
- Making contact and developing rapport with runaway, houseless, and at-risk of houselessness youth.
- Provide initial screening and assessment services to clients with mental health and/or substance use disorders.
- Complete Homeless Verification Letters, VI-SPDAT assessments and enter data into the Homeless Management Information System (HMIS) to ensure youth are eligible for the Youth Coordinated Entry System (CES.)
- Provide consistent case management and care coordination across multiple departments and/or agencies for a fluctuating caseload.
- Make direct referrals to young people for mental health and/or substance use disorder treatment as needed.
- Assist youth with completing applications for benefits including but not limited to Supplemental Nutrition Assistance Program (SNAP), General Assistance (GA), Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI.)
- Collaborate with youth and service providers to obtain vital documents including but not limited to state ID, social security card, and birth certificate.
- Provide on the spot assessment, harm-reduction supplies and crisis intervention for youth in need.
- Maintaining and interacting in a culturally sensitive, respectful, and professional demeanor with youth, staff and community partners.
- Demonstrate high integrity when dealing with a wide array of cultural, restrictions and confidential information.
- Ability to work non-traditional hours (afternoons, evenings, some weekends or holidays) to appropriately serve youth experiencing houselessness.

B. Community Outreach

- Work with school personnel, teen centers, police, community businesses and other community areas where youth are frequently located.
- Develop and maintain positive relationships with schools, law enforcement, health & mental health providers, hospitals, substance use treatment centers, churches, and other community partners who provide services or referrals to the RYSE program.
- Attend community meetings with other service providers to share program information and coordinate services.
- Assist with other duties as it relates to at-risk and houseless issues facing youth as assigned.

JOB REQUIREMENTS

A. Education and Experience

- High School diploma or GED.
- Experiences in youth houselessness, child welfare system, foster care or juvenile detention welcomed.
- Familiarity with O‘ahu geographical regions.
- Lived experience may be considered in place of or in addition to formal education requirements.

B. Required Qualifications

- Ability to maintain regular, consistent attendance.
- Successful completion of Employment Eligibility Verification and background screening.
- Ability to obtain CPR/First Aid Training certification.
- Ability to drive with a clean recent drivers abstract.
- Ability to quickly become familiar with O‘ahu youth resources.
- **Those with lived experience strongly encouraged to apply!**

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions. In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (50lbs), and lifting (50lbs), bending, stooping. Operating a computer keyboard. Makes and receives telephone calls. Use of general office equipment copier, fax machine and basic office equipment. Subjected to outside environmental conditions.

WORK ENVIRONMENT

The employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client’s use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

Compensation: \$50,000-\$60,000/yr Depending on Experience

Revised: March 2024