



TESSA JOB DESCRIPTION

JOB TITLE:	Youth + Children's Program Case Manager
REPORT TO:	Youth + Children's Program Manager
TIME REQUIREMENT:	40 Hours / Week (1FTE)

SYNOPSIS: The person in this position assists the Youth + Children's Program Manager in the growth and development of the program as well as providing case management, group facilitation and parental support to families in our residential program and in the community with special emphasis on working with HSD2 students. This position will also assist in the training and task supervision of volunteers in the Youth + Children's Department.

RESPONSIBILITIES:

- Provides comprehensive, collaborative advocacy for children and teens TESSA serves with special emphasis on working with HSD2 students.
- Provides education and training related to domestic and sexual violence to children and/or adolescents, school faculty and parents with special emphasis on working with HSD2 students.
- Assists with the development and implementation of families' service plans.
- Works with the Youth + Children's Program Manager and Children's Play Therapist to share information and approaches regarding children and/or adolescents clients with special emphasis on working with HSD2 students.
- Works cooperatively with other agencies and individuals involved with the client to assure comprehensive service delivery with special emphasis on working with HSD2 students.
- Plans, gather materials for, and implement activities for both residential and non-residential children and/or adolescents clients.
- Develops knowledge and expertise regarding domestic violence and sexual assault.
- Develops multicultural services, programming, and outreach as appropriate in collaboration with the Youth + Children's Program Manager with special emphasis on working with HSD2 students.
- Provides community education and training related to family violence and children and/or adolescents as needed with special emphasis on working with HSD2 students.
- Facilitates psycho-educational groups for children and/or adolescents.
- Provides education and information to mothers and children and/or adolescents to support informed choices with special emphasis on working with HSD2 students.
- May work with children and/or adolescents when a parent seeking services brings them to TESSA.
- Helps plan and supervise birthday celebrations and other special events.
- Assists mothers in discipline/nurturing techniques when appropriate.
- Meets with new families regarding the Youth + Children's Program rules.
- Monitors volunteer participation in the Youth + Children's Program when Program Manager not present.
- Helps maintain children's play areas.
- Plans and escorts children and/or adolescents on outings (i.e.: park, zoo, fire station).



- Puts together welcome bags for children when they arrive at the Safehouse.
- Understands department objectives and how they relate to the goals of the agency.
- Prevents, identifies, and removes discriminatory barriers in services provided.
- Provide advocacy services to adult survivors seeking assistance in person or on the phone if and when TESSA is short-staffed.

Record Keeping

- Documents observations of children and/or adolescents behavior, characteristics, reactions, play style, relationships with parents and peers; communicates information to other TESSA staff and parent, as appropriate and necessary
- Complete any additional documentation associated with client contacts per department protocol.
- Update children and/or adolescents resource files.
- Maintain client records in a timely and accurate manner.
- Communicate and follow up with others in a timely and accurate manner.
- Assist in collecting client statistics for program management and grant reporting.

Cultural Inclusivity and Client Relations

- Recognize that we hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with individuals who are diverse from ourselves.
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members.

OTHER

- Treat clients with respect, dignity, and empathy.
- Keep all client information confidential as directed by the client.
- Attend staff meetings, other relevant meetings, trainings, and in-services as assigned.
- Other duties and projects as requested by supervisor or Executive Director.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Must be able to work with children of all ages and with those who have experienced significant trauma.
- Bachelors of Social Work Degree or Bachelor's degree in relevant field.
- Two years relevant experience; equivalent combination of education and/or experience may be considered.
- Excellent organizational, communication (verbal and written), problem solving, listening and inter-personal skills.
- Attention to detail.
- Ability to work well under stressful circumstances.



Safe place. Safe families. Safe future.

- Ability to empathize, encourage and guide.
- Available to work weekends, evenings as required.
- Displays a positive attitude, works well with others, and accepts direction well.
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self-care.
- Able to independently use a computer for Word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Ability to lift 50lbs, intermittently.
- Valid driver's license and car insurance.
- Must be willing to complete background checks.
- Ability to read, write and speak English.
- Fluency in Spanish and/or ASL preferred.
- CPR Training preferred

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TESSA is an equal opportunity employer.

This position is open until filled.

To apply, visit www.TESSAcs.org/aboutTESSA/employment.