



## Transitional Age Youth Case Manager

### JOB DESCRIPTION

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**MISSEY, Inc. (Motivating, Inspiring, Supporting and Serving Sexually Exploited Youth)** is a community-based organization founded in 2007 to respond to the epidemic of commercial sexual exploitation in Alameda County, CA. **Our mission is to provide services to commercially sexually exploited youth and to work for systemic change with the youth we serve.** Our service model is focused on healing through trauma-informed, survivor-centered, and youth-focused approaches. We recognize the crucial voices of survivors in facilitating healing in victims of commercial sexual exploitation and the value of young people empowering other young people. Our work with youth is a partnership, helping them transition from victim to survivor to leader, encouraging their long-term stability and success in whatever path they choose. MISSEY believes that with the right opportunities and supports, youth can overcome the circumstances of their exploitation and thrive.

#### Position Summary

The Transitional Age Youth (TAY) Case Manager provides case management services to youth ages 16 to 24 who are vulnerable to or have experienced commercial sexual exploitation. The TAY Case Manager will focus on building a partnership with a young person to create a solid foundation for the transition into adulthood through intensive case management services; housing stabilization; job coaching and access to supported employment opportunities; resource procurement and advocacy. Under the supervision of the Program Director, the TAY Case Manager is responsible for engaging participants in immediate needs assessment and procurement of resources as a part of a service delivery team. The TAY Case Manager works within the limitations of the organization's resources and in compliance with grants, contracts, and agency policies and procedures. The ideal candidate will take initiative and be able to quickly and effectively build rapport with highly vulnerable and exploited youth; comfortable navigating systems; reliable and efficient; committed to the self-determination of marginalized young people; able to work collegially with colleagues and collaboratively with members of the MISSEY team; steadfast in their goal of delivering case management services with impact.

#### The ideal candidate for this position would:

- Have a minimum of 1-year experience providing case management services
- Have solid experience working with young people of color who have experienced human trafficking, homelessness, gender-based violence and abuse
- Be highly skilled in youth development and crisis intervention
- Be a continual learner deeply invested in women and girls

- Have experience building relationships with community partners and accessing services that engage youth and support them to thrive
- Have an understanding of addressing the bio-psychosocial, emotional, educational, vocational, and functional needs of young people
- Be skilled at de-escalation, restorative practices, interpersonal relationship and resiliency building, and harm reduction theory and practice
- Provide services using a strengths-based approach that demonstrates transparency, collaboration, empowerment, and unconditional positive regard with participants
- Have the ability to co-create a strong, reflective, highly productive, and caring culture

**Duties and Responsibilities:**

**Direct Services (70%)**

1. In partnership with participants, develop life maps (case plans) with a goal of promoting independence and a solid foundation
2. Meet individually with participants to:
  - Assess basic needs for shelter, food, clothing, physical and mental health
  - Identify appropriate resources and advocate for services
  - Assist participants to secure identified resources
  - Support participants in accessing longer-term care supports
  - Provide crisis intervention services as needed
  - Assist youth in developing life skills and positive coping skills
3. Lead collaborative service planning and have a thorough understanding of the stages of change
4. Ensure support and targeted intervention activities for identified youth
5. Attend all relevant internal and external meetings and events, advocating for the young person and representing the organizational philosophy
6. Maintain transparency and assist participants in making informed decisions
7. Provide psycho-education about exploitation and its impact to youth, their families or caregivers, service providers, and other systems that interact with the youth
8. Foster an environment that promotes harmony, partnership, alliance, healing, and thriving

**Indirect and Administrative (25%)**

1. Ensure Case Management activities are aligned and in compliance with contracts, grants, and agency policies and procedures
2. Maintain up-to-date participant files with all relevant intakes, releases, and documentation
3. Input case notes in Cityspan online system within 72 hours of client contact; track progress and relate notes to life map goals
4. Accurately record and track attendance, participation, and incentives
5. Participate in weekly one-on-one supervision, the development of work plans and annual reviews
6. Collaborate with MISSEY team to support organization-wide initiatives

**Other (5%)**

1. Implement goals and objectives of the Cal OES grant
2. Actively participate in supervision, case conferences, staff meetings and trainings
3. Cover drop-in milieu and engagement services as needed
4. Guide and participate in collaborative processes to improve all work at MISSEY

**Qualifications:**

- Minimum 2 years' experience working with strengths-based and client-centered models, restorative and trauma-informed care practices.
- Bachelor's Degree in social sciences such as psychology, criminal justice, social work and/or public health preferred. Relevant experience will be considered.
- Experience in trauma-informed, healing-centered youth development with youth.
- Experience working with African American women and girls (cis and trans), and non-binary people.
- Ability to identify, assess, and intervene effectively with behavioral health issues.
- Passion for supporting young people, promoting healing-centered, trauma-informed youth development practices and working towards social change.

**Required Licenses and Certificates:**

Current driver's license, reliable vehicle, proof of liability insurance coverage, and a clean driving record required  
A criminal background check including fingerprint clearance  
TB clearance

**Position title:** TAY Case Manager

**Compensation:** \$48,300 per year

**Benefits:** Full Time  
Premium Medical/Dental/Optomerty  
Generous Holiday Calendar: Including – 1 week Winter Break, 3-weeks starting vacation and 12 accrued sick days per year

For more information about MISSEY, please visit our website [www.misseey.org](http://www.misseey.org)

**To apply, please send your resume and cover letter by email to [jobs@misseey.org](mailto:jobs@misseey.org), attention Human Resources. Enter the job title in the subject line.**

Due to the volume of candidates, we will be unable to contact each candidate individually. If you are being considered for the position, you will be contacted. We are unable to accept phone calls or walk-ins. MISSEY is an equal opportunity employer.

*NON-DISCRIMINATION POLICY: MISSEY DOES NOT DISCRIMINATE IN ANY PROGRAM, ACTIVITY, OR IN EMPLOYMENT ON THE BASIS OF AGE, CREED, SEX, RACE, ETHNIC BACKGROUND, MARITAL OR VETERAN STATUS, NATIONAL ORIGIN, DISABILITY, SEXUAL ORIENTATION, OR RELIGION. SURVIVORS AND WOMEN OF COLOR (TRANS INCLUSIVE) ARE ENCOURAGED TO APPLY*