



## Drop-In Center Case Manager

### JOB DESCRIPTION

**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 Drop-In Center Case Manager provides immediate-needs-based case management services to youth who are vulnerable to or have experienced commercial sexual exploitation. Under the supervision of the Oakland Unite Program Manager, the Drop-In Center Case Manager is responsible for engaging participants in short-term, immediate needs assessment and procurement of resources as a part of a service delivery team. The goal is to engage all Drop-In participants and assist in stabilization and referrals to longer-term care, utilizing strong skills in motivational interviewing. The Drop-In 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 at-risk 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 youth of color who have experienced homelessness, gender violence, trafficking and abuse
- Be highly skilled in youth development and crisis intervention
- Be a continual learner deeply invested in women and girls

- Have a solid understanding of using motivational interviewing to engage participants in immediate needs assessment
- 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
- 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 immediate-needs-focused life maps (case plans) with a goal of procuring longer-term supports within MISSEY or external resources
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 aftermath 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/biweekly 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 Oakland Unite 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 strength-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 cis, trans, and non-binary women and girls.
- 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.

**Physical Demands:**

- Occasional lifting of up to 50 lbs
- Requires computer use each day, including typing for many hours per day
- Requires ability to use a keyboard, monitor, cell phone, and calculator
- Requires the ability to communicate verbally, both in person and on the telephone
- Must be able to stand for at least 20 minutes at a time

**Work Environment:**

- Occasional outdoor activities
- Shared office space; main offices are on the second floor with no elevator access
- Ability to drive a motor vehicle
- Requires transport of clients and, at times, their children, using own vehicle
- Work in the community, including law enforcement facilities and county and state offices

**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:** Drop-In Center Case Manager

**Classification:** Full-time, hourly, non-exempt, some weekends and evenings

**Compensation:** \$44,100 - \$50,432 per year

**Benefits:** Premium Medical/Dental. Coverage of work-related travel, mileage, 15 Holidays off , 3 weeks starting vacation, and 12 accrued sick days

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

**To apply, please send your resume and cover letter by email to [jobs@misssey.org](mailto:jobs@misssey.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*