



Systems 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 Systems Case Manager provides intensive case management services to youth on probation, in the community, as well as youth incarcerated in public institutions who are vulnerable to or have experienced commercial sexual exploitation. Under the supervision of the Director of Integrated Services, the Systems Case Manager is responsible for implementing and maintaining MISSEY's case management services, including resource brokerage, engaging with families, collaborating across systems, court advocacy, and working as part of a service delivery team. The Systems Case Manager works in compliance with grants, contracts, and agency policies and procedures.

We are looking for a candidate who will take initiative and be able to 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; and steadfast in their goal of delivering case management services with impact.

This positions might be a good fit if you:

- Are able to take initiative and quickly and effectively build rapport with exploited youth
- Have a **minimum of 1-year experience** providing supportive case management services
- Have solid experience working with African American youth who have experienced homelessness, gender violence, trafficking and abuse
- Deeply invested in women's and girls' innate power to heal and transform
- Can build relationships with community partners that engage youth and support them to thrive
- Understand the bio-psychosocial, emotional, educational, and functional needs of young people
- Have the ability to co-create a strong, reflective, highly productive, and loving culture

Duties and Responsibilities:

Direct Services (70%)

1. In partnership with participants, develop and implement goal-oriented life maps (case plans), ensuring immediate needs and future stability are being addressed
2. Assess participant's basic needs for shelter, food, clothing, physical and mental health, while helping youth to develop life skills and positive coping skills
3. Meet individually with participants on a weekly basis to:
 - Increase life skills and self-efficacy
 - Identify and procure appropriate resources, advocating for services as needed
 - Provide advocacy for youth in court and other settings
 - Support participants' enrollment and attendance at school and/or their academic achievement
 - Ensure housing is stabilized, including placements through the foster care system as needed
 - Increase their circles of support and safety
 - Provide crisis intervention as necessary
4. Lead collaborative service planning and have a thorough understanding of the stages of change
5. Ensure support and targeted intervention activities for identified youth
6. Attend Safety Net meetings at the DA's office, advocating for the young person and representing the organizational philosophy
7. Coordinate multi-disciplinary team meetings to develop wraparound services for participants
8. Work collaboratively with probation officers, child welfare workers, housing providers, family members, and participant-identified healthy, supportive adults to carry out case plans
9. Maintain transparency and assist participants in making informed decisions
10. Provide psycho-education about exploitation and its aftermath to youth, their families or caregivers, service providers, and other systems that interact with the youth
11. 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. Collaborate with MISSSEY team to support organization-wide initiatives
6. Participate in weekly/biweekly one-on-one supervision, the development of work plans and annual reviews

Other (5%)

1. Implement goals and objectives of Systems Case Management
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 MISSSEY

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.
- 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 and, a TB clearance

Position title: System Case Manager

Classification: Full-time (Monday-Friday), 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

To apply, please send your resume and cover letter, detailing your experience and interest in MISSEY, by email to jobs@missey.org, attention Human Resources. Enter the job title in the subject line. APPLICATIONS WITHOUT BOTH RESUME AND COVER LETTER WILL NOT BE CONSIDERED.

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