YouthSeen

Job Description

Position Title: Case Manager / Social Worker
Classification: Exempt
Reports To: Clinical Director / Executive Director
Updated: September 2024
Hiring Pay Range: $58,000 - $68,000

The mission of YouthSeen is to foster and empower the social and emotional well-being of LGBTQI youth and their families in all communities.

YouthSeen envisions a society where young people are empowered as individuals to access non-judgmental and unbiased treatment in every aspect of their lives. We encourage the creative creation of a community that celebrates everyone's worth, diverse characteristics and dignity.

Our organization works with our communities and stands as a leader in our local Colorado area, and beyond, for establishing partnerships with groups who specifically tailor their resources, education, and outreach to our youth and young BIPoC + LGBTQIA+ community. YouthSeen strives to highlight the intersections that many communities of color face when addressing social issues that impact families that identify under the umbrella of LGBTQI. This also includes our community members identifying as gender non-conforming, non-binary, genderfluid, genderqueer and two spirit, which is often left out of the mainstream language around services.

Summary/Objective:

The Case Manager / Social Worker works collaboratively with the team to connect with clients and their systems, to reduce barriers, navigate access to resources, and provide meaningful connection to our community. The goal of this position is to increase access to mental health services, decrease stigma, and support our community members.

Essential Functions:

- Establish and maintain effective working relationships with appropriate community resources
- Proven experience in QTBIPoC communities to support the challenges often faced when navigating systems
- Utilize social service, supportive counseling, and clinical knowledge in the assessment of patient needs
- Make appropriate referrals to and act as liaison with community agencies, service providers and holistic support systems
- Engage clients and appropriate family members/social supports in strengths-based treatment to stabilize and/or reduce crisis situations
- Assessment of benefits, insurance, and other payer status and provision of assistance to access benefits programs
- Medical advocacy: Coordination of and referral to needed medical treatments, specifically queer and trans or specialty care and follow-up to these

- Inform clients of the services available through YouthSeen in the community and link clients to services as appropriate. At times, this may include providing or assisting with access to support services.
- Attending appointments, meetings, services with clients, on a case-by-case basis
- Utilizing many forms of communication to access clients to provide care
- May perform other duties as assigned

Work Environment:

- Sitting for long periods, standing, and walking intermittently
- Using office equipment such as computer, mouse, keyboard, printer
- Indoor office environment, temperature controlled
- Ability to stand, walk, sit, use hands to finger, handle, or feel objects, tools, or controls, reach with hands and arms, climb stairs, balance, stoop kneel, crouch or crawl, talk or hear and taste or smell
- Occasionally lift or move up to 20 pounds
- Use specific vision abilities, including close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus

Competencies:

- Knowledge and understanding of the existing Queer and Transgender community resources
- Problem solving skills when resolving administrative issues and conflicts
- Detailed knowledge of policies and regulations in the clinical field
- Emotional intelligence and ability to establish strong and trusting relationships with colleagues
- Comfortable with ambiguity and a constantly changing environment and set of responsibilities
- A team player that values collaboration, community, and strong work relationships
- Alignment on mission and vision
- Experienced in facilitating organizational change and culture-building efforts
- Executional excellence
- High initiative, self-starting capabilities
- Must be proficient in tech software such as Google Workspace and iOS

Education and Experience:

- Master of Social Work, Counseling or Psychology or equivalent relevant experience
- Must be licensed in the State of Colorado
- 1-2 years' experience in case management, local resource mapping, and practical knowledge of the social and economic aspects of clinical care
- Experience navigating systems, prioritizing antiracism
- Proven experience of medical advocacy around trans-related experiences
- Proven experience working within the QTBIPoC communities

Expected Hours of Work:

This role is considered full-time working approximately 40 hours per week and is exempt from overtime.

Benefits package offered, subject to eligibility requirements, includes:

- Paid time off
- Paid holidays
- Company subsidized Medical, Dental, and Vision Insurance available for Employee, Employee +Spouse, Employee +Child(ren), and Employee +Family