



### **Case Manager**

Reports to: Program Coordinator

Full-time: Exempt

Salary Range and Benefits: \$41,500. Medical, Dental, Vision, 403(b) Retirement Plan, Life Insurance, Holidays, Paid Time Off, Paid Parental Leave

Basic Function: Provide in-person crisis intervention, direct case planning, skill-building and service navigation to young people and their families.

**About Alternatives:** Our mission is to inspire young people to create a just future through practices that heal individuals, restore communities, and transform systems. Since 1971, Alternatives has modeled innovative alternatives to the status quo for Chicago's youth services field. Our school and community-based therapy, prevention and leadership development programs support young people to individually and collectively address causes of substance abuse, grief and trauma while building social-emotional, career and social change skills. In addition to working directly with young people, we train, coach and advocate for youth-serving institutions like Chicago Public Schools to be restorative and trauma-informed.

**About the program:** Individual support and advocacy is a key component of Alternatives' approach to young people that are at greater risk of involvement in the Juvenile Justice and Child Welfare systems. We run a 24-hour emergency hotline for young people that have runaway or been kicked out of their home which involves in-person response, mediating familial conflict and relocating young people to a safe environment. In addition to meeting the needs of youth through our crisis line, we work with young people from other Alternatives programs, schools and community groups to increase factors that protect against system involvement. The Resource Advocate is part of a team within the Restorative Justice Department.

### **Responsibilities:**

- Provide daytime coverage for our crisis program; respond within 45 minutes to meet the young person within the catchment area, work with family and young people toward a resolution to the crisis, assess immediate needs of family and complete all necessary paperwork.
- Provide ongoing case management for assigned young people, including at least 30 hours per week of direct contact with young people and families, collaborating and advocating with appropriate individuals, agencies or service systems to ensure each young person gets access to services they need. Provide transportation and accompaniment to school, temporary shelter, or to any other appointments during young people's placement with Alternatives. This may also include transporting to and accompanying young people in court.
- Partner with our Youth Committees to maintain and update recent resources relevant to the community we serve and share with participants and staff through fliers, emails and our youth referral guide.
- Facilitate life skills, youth development, and parent programming for groups and individuals as needed.
- Use the Youth Assessment Screening Instrument (YASI) and eCornerstone data entry system as well as Alternatives database to inform and document an individualized case plan for each assigned young person.
- Demonstrate knowledge of Alternatives' mission, policies, practices and services, and communicate these to young people as well as other community members and organizations.
- Attend and actively participate in all required staff and team meetings, professional development trainings and supervisory meetings..
- Provide coverage of intakes, both phone and walk-in, providing crisis intervention and making referrals when appropriate.
- Represent Alternatives' at relevant forums and events as assigned.
- Participate in agency fundraising initiatives as needed.
- Complete in a timely fashion all other tasks and projects as assigned. Some evening or weekend work may be required.

### **Qualifications/Skills/Knowledge Desired:**

- Minimum of BA/BS in Human Services or related field
- Use of car during working/on-call hours, valid driver's license and insurance.
- Demonstrated cultural competency working with system-involved/homeless/LGBTQ/Black/Latinx youth.
- Experience navigating social services and government agencies.
- Experience facilitating restorative practices and/or youth groups preferred.
- Consistently learning and working within the following frameworks: Anti-oppression, Positive Youth Development, Trauma-informed and Balanced and Restorative Justice.

**Please send a copy of your Resume and Cover Letter to [Careers@alternativesyouth.org](mailto:Careers@alternativesyouth.org)**  
*Applicants from the communities we serve are strongly encouraged to apply.*