



**Job Description Position Title:** Youth Support Specialist – Case Manager

**Employment Classification:** Salaried; Exempt; Full-time

**Reports to:** Lighthouse Supervisor of Case Management

**Department:** Program

**Program Summary:** The Lighthouse is a transitional housing program for youth survivors of sex trafficking ages 18 – 22 years.

**Position Summary:** The Youth Support Specialist – Case Manager is responsible for providing direct survivor led support and coordination of care for residents at the Lighthouse.

**Major Areas of Responsibility:**

- Provide direct support and care to residents using trauma-informed and harm reduction as a core philosophy.
- Ensure the development of respectful, trusting relationships with all residents.
- Work from a survivor centered approach, empowering residents to explore their individual needs and strengths and develop case plans based on resident’s self-identified goals.
- Review progress on a regular basis and support the successful obtainment of goals.
- Implement a positive youth development framework to support residents to maintain The Lighthouse as a safe, survivor led, home environment, including resident facilitation of house meetings, active participation in the hiring process of new staff, potential new residents and feedback to inform the programming and guidelines of the program.
- Support residents to develop an awareness and understanding of individual safety and continually safety plan with residents using a harm reduction approach.
- Provide crisis intervention and conflict resolution as needed, using therapeutic interventions that encourages and empowers residents to develop and use their own communication skills to discuss the issue causing the conflict.
- Review Lighthouse applications and participate in the intake process, assisting with decisions regarding a youth’s suitability for the program.
- Provide pre-case management to assist with stabilization to youth on the waiting list.
- Coordinate the youth’s move in process, logistics of their move-in and ensure the emotional needs of youth are met.
- Communicate clearly with the Lighthouse Team tasks required to be undertaken with residents to meet their case plan goals and communicate with all staff individual resident’s progress.
- Provide advocacy with other service providers on behalf of residents and attend case conferences and court as needed.
- Establish and maintain connections with other service providers, such as mental health providers, hospitals, clinics, law enforcement, local colleges, businesses and victim advocacy programs.
- Log relevant client documentation into the Orangewood database – keep accurate and thorough resident records and provide status reports as required.
- Maintain confidentiality related to program participation.
- Keep supervisors informed of all program developments.

- Attend weekly supervision and monthly staff meetings.
- Complete any additional trainings that further the goals of the program, as required.
- Perform other duties as assigned by supervisor.

**Knowledge, Skill and Experience Requirements:**

- Bachelor's Degree in a major relevant to the work or equivalent with two years of experience providing case management services to youth at-risk or individuals who have experienced sexual exploitation.
- Knowledge of the needs and issues faced by youth who have experienced sexual exploitation including trauma bonds, stigma, lack of trust and at-risk behavior.
- Knowledge and understanding of The Lighthouse core philosophies including working from a survivor centered, trauma informed and harm reduction approach.
- Knowledge and understanding of a Positive Youth Development framework and how core elements can be implemented when working with youth.
- Excellent written and verbal communication skills, including experience and comfortability with public speaking.
- Knowledge of LGBTQ and gender identity issues.
- Culturally competent.
- Developmentally aware.

**Essential Qualities:**

- A passion for the work and welfare of each resident and commitment to provide non-judgmental, strengths based support and care.
- Must be knowledgeable of the effects of trauma on youth's development and an understanding of the maladaptive behaviors associated with a youth's trauma history.
- Makes sound and timely decisions under pressure. Recognizes what is most suitable in particular situations. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness and responsibility.
- Must be a self-starter and team player with exceptional organizational skills and the ability to work with diverse staff members, residents, service providers and the public.
- Ability to use Microsoft Office, Outlook and develop presentations using Power Point or other applications.
- Flexibility with a value for team work and ability to be a positive role model to both residents and the Team.
- Ability to multi-task with the capacity to learn quickly and integrate efficiently.
- Understanding of and passion for the Foundation's mission and vision
- Exemplifies organizational core values of respect, collaboration, leadership, integrity and knowledge

**Working Environment/Physical Requirements:**

Primarily an office job. Occasional driving to meetings/trainings. Physical requirements include standing, sitting, typing, bending and lifting up to approximately 50 lbs. A support belt and dolly will be provided.

Modification to work schedule may be made based on need of the Foundation.  
Orangewood Foundation is an Equal Opportunity Employer.