



## Position Description: Youth Housing Case Manager

**Reports To:** Director of Youth Housing

**Work Status:** Full Time (1 FTE)

**Salary Range:** \$60,000 - \$65,000 DOE

**Department:** Youth Housing

**Location:** Remote work with hybrid 2-3 days in person office model at 2380 Salvio St., Suite 301, Concord, CA 94520

**Benefits:** Regular full-time employees receive sick time accrual and usage, 14 single paid holidays and 3 Floating Holidays annually in addition to December 25 through January 1, when the organization is closed. Rainbow pays 75% of Kaiser health insurance premium and the full premium for vision, dental, and short-term life through Principal.

**Payroll Type:** Exempt

**Supervisory:** No

**Initiated/Updated:** October 14, 2022

**Regular Hours:** 40 hours per week

**Schedule:** Monday to Friday; flexible hours with occasional evenings and weekends required. Schedule is negotiable.

**Position Available:** November 14, 2022

**Union:** Anticipating contract with Teamsters 856 of which this position is eligible as part of the bargaining unit and guaranteed by the National Labor Relations Act

### ORGANIZATIONAL HISTORY

The Rainbow Community Center of Contra Costa County (Rainbow) was founded in 1995 to serve the well-being of the LGBTQIA+ Community in Contra Costa County. Founders wanted to develop programs to reduce isolation of LGBTQIA+ people and provide a space for community development. Rainbow continues to provide a safe and welcoming place building community among LGBTQIA+ persons and our allies through social programs, support groups, clinical services, training, special events, and emergency programs.

### MISSION

Rainbow builds community, equity, and well-being among Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex (LGBTQIA+) people & our allies.

### VISION

Rainbow envisions a society that advocates for and celebrates gender and sexual diversity, racial justice, safety, and liberation for all through healing centered engagement.

Rainbow builds community, equity, and well-being among Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex (LGBTQIA+) people & our allies through social opportunities, health & wellness services, and awareness programs.

### **Historically Marginalized and Intersectional LGBTQIA+ Identities encompass:**

- Transgender and Gender Non-conforming
- Black, Indigenous and People of Color
- Women
- Neurodiversity & Mental Health Abilities
- Physical Abilities
- Body Diversity
- HIV Status
- Elders
- Youth
- Immigrants
- Interfaith
- Familial Composition
- Class/Socioeconomic Status

*\*'inclusive' with its implied power differential, whereas 'expansive' refers to centering power with marginalized people*

As Rainbow transcends its vision from inclusive to expansive\*, we will be able to represent by centering and reaching a wider scope of People of Color, intersectional, and marginalized LGBTQIA+ identities more effectively. We understand that "inclusion", which in meaning and implementation, holds and maintains a power differential, whether intentionally set. With this position we look to center folks that need access to adult support and services within our communities.

### VALUES

**Authenticity.** We are legitimate and true, able to express hope, pride, joy, love, compassion, and support with one another and ourselves.

**Bravery.** We cultivate emotional strength building spaces for ourselves and one another that inform and redefine safety.

**Education.** We teach in welcoming, dynamic, fluid, open-hearted, and impactful ways demonstrating we are always learning.

**Healing.** We believe in holistic, restorative, and transformational approaches and processes.

**Liberation.** We are committed to racial and economic justice through the work of solidarity, positive representation, equity, and advocacy, to achieve freedom of limits.

## **ORGANIZATION CULTURE**

Our services are based upon a three-tier model of interventions that are designed to reduce isolation, identify individuals in need of direct support, and increase resiliency of our community members – all while building skills needed to cope with the impact of living in a heteronormative and often rejecting dominant culture. Our work is also grounded within a vision of creating a society that embraces acceptance for people of all sexual orientations and gender identities and expressions.

We are dedicated to the development of Rainbow as a learning organization where board, staff, volunteers, and those we serve can join in co-creation of a culture that truly demonstrates the expression of our mission to build community and promote well-being. We are committed to learning together, sharing our knowledge, empowering each other, and creating an organization that supports the development of compassionate, reflective, talented, innovative, and dedicated employees, interns, and volunteers.

## **POSITION SUMMARY**

Rainbow's Houseless Transitional Youth Program (HTYP) centers and serves intersectional, marginalized, LGBTQIA+ , Transitional Age Youth (TAY) Victims of Crime (VOC), ages 12-24, and individuals within the Foster Care System. Client services include providing culturally expansive case management, temporary housing, hotel vouchers (18+), transportation/rideshare program, food assistance, clothing assistance, relocation financial aid, medication assistance, legal assistance, counseling services, youth support groups, housing for those at risk of houselessness, and permanent supportive housing assistance.

The Youth Housing Case Manager supports the Houseless Transitional Youth Program (HTYP). This includes Transitional Age Youth (TAY) case management, youth social and support groups, and emergency housing services. The Youth Housing Case Manager is part of the Youth Housing Program team along with the Director of Youth Housing and Youth Housing Research Manager.

## **ESSENTIAL POSITION RESPONSIBILITIES**

### **Houseless Transitional Youth Program (HTYP)**

- Respond to the immediate safety needs of VOC by providing assistance in locating emergency shelter or other emergency housing assistance, which includes but is not limited to physical shelter facilities, hotels/motels via providing housing funding support and housing vouchers, safe houses, and other short-term rental facilities.
- Assist VOC in applying for compensation through the California Victim Compensation Program
- Provide financial assistance to VOC presenting with the following needs: emergency food, shelter, clothing, transportation, window, door and lock replacement or repair, emergency costs of non-prescription and prescription medicine, emergency durable medical equipment costs, traditional, cultural and/or alternative therapy/healing, legal assistance, and relocation assistance.
- Meet with young people to determine their housing needs and present a realistic range of options to assist in the housing search process, and advocate on their behalf
- Refer VOC to immediate, short-term emotional and physical care, including connections to in-person crisis intervention and flexible trauma-informed advocates who are able to address victims' unique and evolving safety needs with services oriented to help them to choose how to best rebuild their lives
- Accompany young people to housing appointments
- Provide case management services and referrals to Rainbow's Clinical department for individual counseling services
- Complete intake and service planning activities.
- Complete weekly case management sessions.
- Work a flexible schedule to be able to connect with youth when they are available, which may include evenings and weekends
- Create and steward HTYP Volunteer Network in collaboration with Rainbow's Volunteer Coordinator
- Maintain 6-10 HTYP client cases as needed
- Credit Repair/ Check with Local Banks Assist youth with Financial Literacy/Virtual Resume Writing/ Interview Ready/ Job or School Ready
- Oversee and monitor 3 HTYP clients wrap-around service placements with two Contra Costa Health, Housing & Homeless Services facilities (Mary McGovern House & Pomona St. Apartments)
- Assist HTYP clients ongoing with completing California Office of Emergency Services (OES) Victims of Crime Act (VoCA) application and intake process
- Steward and broker agencies requesting and needing LGBTQIA+ fluency, implicit bias, intersectionality, and cultural humility education and training in conjunction with Rainbow's Training Department

## **ADMINISTRATIVE & ORGANIZATIONAL**

- Represent and present at and within community events, coalitions, trainings, workshops, and collaboratives
- Steward interagency relations with community partners relevant to TAY, VOC, housing, and LGBTQIA+ populations
- Track and report monthly on service targets as indicated in annual strategic plan and program contracts documenting all interventions with young people and on their behalf via case notes and data reporting
- Provide formal and informal reports and updates to the Director of Youth Housing
- In partnership with the Director of Youth Housing track, manage, reconcile (through Divvy system) and advise program expenses and budgets for housing and youth programs
- Develop, maintain, and frequently update a community resource guide documenting local LGBTQIA+ friendly businesses and community organizations
- Participate in All Staff Meetings, planning meetings, trainings, and other meetings as necessary
- Comply with security, safety and health standards in the work and work settings
- Maintain Rainbow minivan including mileage sheets, oil changes, and service needs as they arise in conjunction with Operations
- Additional duties as assigned and/or needed

## **OVERALL SKILLS, ABILITIES AND EXPERIENCE**

- Passion for Rainbow's work and its mission to make the world a better place for LGBTQI+ people
- 2-3 years of experience and familiarity with issues of particular relevance to LGBTQI+ community, youth and people
- Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration status, and physical abilities in an intersectional environment
- Demonstrated personal and professional commitment to Cultural Humility, Diversity, Equity, and Inclusion practices and the development and implementation of materials through a lens of social justice
- Strong critical thinking skills with a proven attention to detail, organization, and timely independent decision making
- Ability to synthesize information and manage competing priorities and constituencies
- Strong political acumen and ability to handle agency information and correspondence with confidentiality and discretion
- Sound judgment to prioritize tasks and limit distractions
- Hustle and Attitude - Ten steps ahead of the Director of Youth Housing, in order to help conserve time, work SMART, and drive efficiency
- Dedication to making the impossible, possible with access to a consistently positive outlook and attitude
- A creative problem-solver, excellent ability to troubleshoot, assess, and anticipate
- Proactive and self-motivated with deadlines, with the ability to receive direction
- Helpful and hopeful demeanor, focused on customer service, and a proven ability to establish solid connections and build successful relationships that support Rainbow's mission
- Regular, consistent and punctual attendance
- Must be able to work occasional nights and weekends with a variable schedule
- Values confidentiality, discretion, tact in the workplace and safe social media engagement
- Excellent public speaking skills
- Excellent conflict mediation skills
- Effective and kind interpersonal, verbal, and written communications skills
- Able to handle multiple tasks simultaneously with strong organizational skills and attention to detail
- Strong organizational skills and follow through
- Detail-oriented with the ability to balance areas of work and prioritize
- Enthusiasm and pride in work
- Mature attitude, humility, and a sense of humor
- **Tech platform working fluency:**
  - Google Workplace applications including Gmail, Calendar, Docs, Sheets, Forms, Slides and Drive
  - Microsoft Office including Word, PowerPoint, and Excel
  - Zoom video conferencing
- **Commitment, fluency, and working knowledge of key program, development, and management approaches:**
  1. **ACEs Aware:** <https://www.acesaware.org/ace-fundamentals/>
  2. **Asset & Strength-based Practice** <https://positivepsychology.com/strengths-based-interventions/>
  3. **Cultural Humility:** <https://hogg.utexas.edu/3-things-to-know-cultural-humility>
  4. **Depth of Knowledge & Bloom's Taxonomy** <https://www.synergiseducation.com/blooms-taxonomy-and-webbs-depth-of-knowledge/>
  5. **Embracement of LGBTQI+ Cultures (SOGIE Handbook as one reference example)** [https://www.health.ny.gov/prevention/sexual\\_violence/docs/sogie\\_handbook.pdf](https://www.health.ny.gov/prevention/sexual_violence/docs/sogie_handbook.pdf)
  6. **Emergent Strategy** <https://fortelabs.co/blog/emergent-strategy-organizing-for-social-justice/>

7. **Expansive Practices** (pp 25-33) [https://www.health.ny.gov/prevention/sexual\\_violence/docs/sogie\\_handbook.pdf](https://www.health.ny.gov/prevention/sexual_violence/docs/sogie_handbook.pdf)
8. **Growth Mindset** <https://www.mindsetworks.com/science/>
9. **Human Centered Design Process** <https://www.usertesting.com/blog/how-ideo-uses-customer-insights-to-design-innovative-products-users-love>
10. **Positive Youth Development (PYD) Framework** (universal application though focused on youth) <https://www.youthpower.org/positive-youth-development-pyd-framework>
11. **Restorative Practice** (partnered with Collective Healing and Transformation-CHAT) [http://64.166.146.245/docs/2021/MXCAB/20210717\\_1852/46141\\_The%20CHAT%20Project\\_Measure%20X\\_FINAL\\_7-2-21.pdf](http://64.166.146.245/docs/2021/MXCAB/20210717_1852/46141_The%20CHAT%20Project_Measure%20X_FINAL_7-2-21.pdf)
12. **Search Institute's Developmental Assets Framework** (universal assets though focused on youth) <https://www.search-institute.org/our-research/development-assets/developmental-assets-framework/>
13. **Social and Emotional Learning (SEL)** <https://www.instituteforsel.net/approach>
14. **Trauma-Informed & Healing Centered Approach** [https://www.cdc.gov/cpr/infographics/6\\_principles\\_trauma\\_info.htm](https://www.cdc.gov/cpr/infographics/6_principles_trauma_info.htm)

## **EDUCATIONAL REQUIREMENTS & LICENSES**

*A combination of education and experience that would provide the necessary knowledge and abilities listed, typically:*

- Experience in LGBTQIA+ Advocacy, Human Services, Youth Programming, Community Programming, Nonprofit Leadership or Management, or related fields
- Bachelor's degree from an accredited institution helpful
- Possess and maintain a valid, non-restricted California Driver's License
- Must have reliable transportation in order to meet with clients, advocates, and offsite meetings, when not virtual

## **DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to represent an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

## **HOW TO APPLY**

To be considered for this position, please submit a cover letter and resume to **Dana TherActivist Johnson, Director of Youth Housing** at [dana@rainbowcc.org](mailto:dana@rainbowcc.org) with the subject line: "**Youth Housing Case Manager.**" Please, no phone calls. Only applicants meeting all the minimum qualifications may be invited for an interview.

## **EQUAL OPPORTUNITY**

Rainbow provides equal employment opportunities to all employees and applicants for employment without regard to race, religion, color, sex, sex stereotype, gender identity, gender expression, transgender identity (including whether or not you are transitioning or have transitioned), sexual orientation, national origin, ancestry, physical or mental ability, medical condition, genetic information or characteristics, marital status, domestic partner status, age, military or veteran status and any other basis protected by federal, state or local law, ordinance or regulation.

Rainbow is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in organization operations and prohibits unlawful discrimination by any employee of the organization, including supervisors and coworkers.

*Rainbow believes that one of the significant areas our values are established and communicated are within our hiring practices. We look to elevate and create opportunities for the most marginalized people in our society — namely Black Indigenous People of Color (BIPOC), POC, LGBTQIA+ people, and all women. We believe that these communities must be centered in the work we do. Hence, **we strongly encourage applications from people with these identities or who are members of intersectional, marginalized communities.** This is one expression and enactment as to how we transcend our lens from inclusive to expansive.*