

## Case Manager – Trenton Community Street Teams

**Trenton Community Street Teams (TCST)** is an urban community safety and violence intervention initiative focused on reducing violent crimes by interrupting the cycle of retribution. TCST draws upon an evidence-based, trauma informed approach to violence reduction. Our program helps community members – especially those at greatest risk of becoming a victim or perpetrator of violence – connect to needed services and support; mediate ongoing disputes that may result in violence; safely travel to and from schools; and feel more connected to their communities.

**TCST** is seeking a highly motivated individual with proven counseling, communication, and coordination skills to serve as **Case Manager** in this dynamic community-based violence intervention initiative. The TCST Case Manager reports to the Project Director and is responsible in ensuring participants address personal, family, economic, emotional, and social issues. The Case Manager serves as an important advocate and supporter for TCST participants and their families. The position develops individual service plans for participants, connecting them to appropriate community resources with the intent of helping each participant meet personal goals as one piece of a larger initiative to prevent and reduce violence. The successful candidate will have the opportunity to join a highly accomplished team and be trained by national leaders in proven community-based violence intervention programs.

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### **The Successful Candidate Will Have Proven Success In:**

- Shared leadership of an urban community case management project
- Multi-tasking to meet program requirements while keeping a client-focused approach to service
- Working with at-risk populations including adjudication and post-incarceration
- Managing multiple cases at any given time, including experience with adolescents
- Developing relationships and maintaining regular communications with participants and their families
- Coordination of staff including scheduling outreach and intervention and ensuring that project needs are met
- Identifying and accessing community resources to help meet educational, social, and emotional needs of participants
- Establishing successful partnerships with community-based organizations, agencies and schools that provide participant support services
- Developing appropriate individual case plans with and for participants
- Monitoring participant progress and maintaining accurate and useful case notes enabling effective tracking, evaluation, planning and reporting of participant progress
- Working with a database and using data to analyze progress towards achieving project objectives
- Developing and/or implementing learning activities for individuals and groups
- Providing transitional services for participants near or past completion

- Organizing and balancing many different and sometimes conflicting priorities and responsibilities while meeting daily work requirements
  - Responding calmly and effectively to address unpredictable and sometimes urgent participant needs
  - Adapting to meet changing conditions and needs of participants, staff, funders, and leadership
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### **Required Skills and Experience:**

- Bachelor's degree or comparable experience
- At least 3 years of experience in human services, youth development, mentoring, teaching, case management, or similar
- At least 2 years of experience working with at-risk populations
- Demonstrated understanding of individuals experiencing economic challenges, mental and behavioral health concerns, adjudication, and drug/alcohol addiction
- Proven track record of identifying and developing relationships with community support service providers
- Cultural competency in working with people of diverse backgrounds
- Ability to work independently and collegially in a fast-paced, goal-oriented environment
- Excellent organizational skills and attention to detail
- Strong written and oral communication skills
- Comfort using technology including a desktop computer, participant database, and large volume of email messages
- Experience in navigating databases of participant involvement and follow up
- Previous experience and comfort with Microsoft Office applications
- Lived experience navigating communities and situations with high rates of violence
- Possession and maintenance of a valid driver's license in good standing
- Ability to maintain state central registry (SCR) clearance and fingerprint clearance throughout the duration of employment
- No pending criminal cases or prior convictions for sexual assault, child abuse, or domestic violence

**Position Details:** Exempt, 40 hour/week position, flexible schedule. Salary: \$50-60,000 plus Comprehensive Medical, Dental, Vision, and FSA benefits, 401K with company match, and a generous PTO policy.

**Applicants should send cover letter and resume to [hr@isles.org](mailto:hr@isles.org)**