

Case Manager—Isles Youth Institute



Isles Youth Institute is seeking a highly motivated individual with exceptional counseling, communication, and problem-solving skills to serve as Case Manager in a dynamic alternative high school environment. Responsible for helping students address personal, family, economic, emotional and social issues, the Case Manager serves as a critically important advocate and supporter for IYI students and their families. The Case Manager develops individual service plans for students, connecting them to appropriate Isles and community resources with the intent of helping each student meet his/her educational and vocational goals. Successful candidates will have the opportunity to join a highly accomplished team at one of the most innovative and successful nonprofit organizations in the region.

ABOUT ISLES YOUTH INSTITUTE:

Isles Youth Institute (IYI) offers alternative education opportunities for youth who have struggled in conventional school settings. IYI supports youth to earn their high school equivalence diploma, develop vocational skills, and enhance their overall life skills. Isles has developed an effective developmental approach for students ages 16 to 24, and supports IYI students holistically to ensure their academic, job, and life success.

Theory of Change: By empowering opportunity youth with the academic and personal development skills needed to achieve self-reliance, and providing a supportive, safe environment, the ability of IYI students to achieve their goals will improve, changing their educational and life outcomes.

POSITION DETAILS:

- Managing a caseload of 20 to 25 students, ranging in age from 16 to 24
- Providing initial mental health support and counseling for students as appropriate
- Developing relationships and maintaining regular communications with students and their families
- Coordinating staff and community resources to help meet educational, social, and emotional needs of students
- Identifying and establishing successful partnerships with community-based organizations, agencies and schools that provide student support services
- Developing appropriate individual education and career plans with and for students
- Facilitating post-secondary education application and financial aid processes
- Monitoring student progress and maintaining accurate and useful case notes enabling effective tracking, evaluation, planning and reporting of student progress, while maintaining professional boundaries
- Working with a database and using data to analyze progress towards achieving service delivery goals
- Designing and implementing activities for individuals and groups that encourage learning, develop peer acceptance and boost morale
- Providing transitional services for students past completion or graduation
- Organizing and balancing many different priorities and responsibilities while meeting daily work requirements
- Responding calmly and effectively to address unpredictable and sometimes urgent student needs
- Wearing many different hats to meet changing conditions and changing needs of students, staff, funders, and leadership

WHO WILL BE SUCCESSFUL:

Successful candidates want to work in a unique think, learn and do community-focused setting. They bring a commitment to supporting and empowering individuals and families in increasing their financial capabilities and wealth. They are highly organized, effective communicators with diverse and varied audiences from differing experiences and backgrounds, and skilled in identifying opportunities, partnerships, funding sources, and efficiencies to increase the impact of Isles' service offerings, while ensuring that community members' interests remain the priority of projects and programs. They adeptly lead in varied settings, working effectively with colleagues, public and private sectors, and community-based stakeholders.

QUALIFICATIONS:

- Bachelor's degree in social work or comparable experience; MSW preferred
- At least 2 years of experience in human services, youth development, mentoring, case management, or similar
- Proven track record of identifying and developing relationships with community support service providers

Case Manager—Isles Youth Institute



- Excellent organizational skills and attention to detail
- Comfort using technology including a desktop computer, student database, and large volume of email messages
- Experience in case management and grant reporting/database management
- Experience working with youth in an urban environment
- Ability to work independently and collegially in a fast-paced, goal-oriented environment
- Strong written and oral communication skills
- Work experience in the social services sector
- Experience and cultural competency working with individuals and families from varied experiences and backgrounds
- Ability to maintain State Central Registry (SCR) clearance and fingerprint clearance throughout the duration of employment
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- Proficiency in utilizing virtual meeting platforms (Zoom, WebEx, Teams, etc.)
- Bilingual in Spanish and English preferred

ABOUT ISLES:

Founded in 1981, Isles is a nationally recognized nonprofit community development and environmental organization with the mission to foster self-reliant families in healthy, sustainable communities. Each year, Isles reaches thousands of central New Jersey residents with opportunities for at-risk youth job training, affordable housing development, financial literacy training, homeownership counseling, community gardening, environmental health and education, community organizing, and regional planning.

WHAT IT'S LIKE TO WORK FOR ISLES:

Throughout its 42-year history, Isles has proactively and innovatively anticipated and responded to changing needs and priorities of the Trenton community and beyond. Isles works to impact underlying causes of social inequities in meaningful and effective ways, while ensuring a healthy work-life balance for staff members. Isles' culture is built around collaboration and mutual support, internally and externally, and a socially conscious commitment to advancing social justice and equity. Our team consists of more than 100 employees, plus a corps of volunteers and an engaged Board of Directors.

Compensation: \$48K to \$55K, depending upon experience, with comprehensive Medical, Dental, Vision, FSA benefits, 401K with company match and a generous PTO policy.

Interested candidates should submit cover letter and resume to hr@isles.org. Your application materials should demonstrate why you're a good fit for this position and what *specific* skills, experience, talents, and interest you'll bring to the table.