



**pathfinders**  
Empowering Youth. Changing Lives.

## POSITION ANNOUNCEMENT

Date of Notice: October 25, 2024  
Name of Position: Community Case Manager  
Respond to: Pathfinders  
4200 North Holton St, Suite 400  
Milwaukee, WI 53212

Closing Date: When filled  
Status: Fulltime- FTE  
Contact: [hr@pathfindersmke.org](mailto:hr@pathfindersmke.org)

### Job Purpose and Reporting Structure:

Under the direction of the Drop In Center Program Manager, The Community Case Manager (CCM) will work with a caseload of 10-15 housed youth, ages 18-25, and their children. They will provide individualized support and use flexible funds to meet each youth's specific needs. They will work collaboratively with each client to set and achieve goals specific to the young person. The primary responsibility of the CCM is to keep youth from becoming homeless. They may work with clients who are doubled up with another family, or who lived in their own house but is at risk of becoming homeless. Provide clients with basic need resources including but not limited to food, hygiene products, clothing, and blankets. Work to connect youth with long-term medical, mental health, employment or education support where appropriate.

### Essential Duties and Responsibilities:

- Work cooperatively and effectively with the agency's Drop-In Center team and Street Beat youth street outreach specialists in order to coordinate services and maximize youth access to necessary resources and assistance in a compassionate and dignified manner.
- Maintain a caseload for young people and their children, working closely with them to prevent them from becoming homeless. Help them sustain their current housing. Build trusting relationships and set individuals goals with clients.
- Allocate a budget to clients on a monthly basis.
- Keep a record of required client services, data, program success and areas of improvement.
- Conduct housing screenings to connect young people with Coordinated Entry. Connect young people who express interest in shelter or safe havens with Street Outreach.
- Work in collaboration with community resources to connect and refer clients. This includes but is not limited to jobs and employment support resources, physical and mental health resources, tenant rights resources, and/or education resources.
- Participate in Drop-In Center program meetings, client team meetings, and Coordinated Entry staffings.
- Participate in Drop-In Center special events.
- Communicate with Drop-In Center Program Manager to problem solve and improve coordination of services for clients.
- Complete professional development trainings at minimum on a quarterly basis, as required by the Agency/funder.
- Maintain compliance with all applicable guidelines, policies, procedures, laws, and regulations.
- Other duties may be assigned.

### Qualification Requirements:

Requires education generally equivalent to a high school diploma. Bachelor's degree from a four-year college or university with emphasis in human services field preferred, but not required. Minimum of two years' experience working with youth required.

### Education and/or Experience:

- Requires education generally equivalent to a high school diploma and life experiences and/or two years' experience working with youth. Must possess working knowledge regarding the issues surrounding and impact of runaway and homeless youth experiences.

### Additional Information

Position pays \$38,000 - \$41,000 annually

### Response

Send letter of interest, current resume and salary expectations via email to [hr@pathfindersmke.org](mailto:hr@pathfindersmke.org). Please specify which position you are applying for. Organizational information can be found at [www.pathfindersmke.org](http://www.pathfindersmke.org). No phone calls will be accepted.

**An Equal Opportunity Organization** - Pathfinders is deeply committed to diversity in all that we do. We welcome applications from all individuals including those who mirror the diversity of our youth and the community we serve.