



## POSITION ANNOUNCEMENT

Date of Notice:	April 23, 2025	Closing Date:	When filled
Name of Position:	Community Case Manager	Status:	Full-time
Respond to:	Pathfinders 4200 North Holton St, STE 400 Milwaukee, WI 53212	Contact:	hr@pathfindersmke.org

### Job Purpose and Reporting Structure:

Under the direction of the Outreach Drop-In Center Program Manager, The Community Case Manager (CCM) will work with a caseload of 10-15 housed youth, ages 21 and under, 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.

### Essential Duties and Responsibilities:

1. Work cooperatively and effectively with the agency's Drop-In Center and Street Beat youth street outreach teams in order to coordinate services and maximize youth access to necessary resources and assistance in a compassionate and dignified manner.
2. 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.
3. Work with youth to identify needs and coordinate flexible funds assistance to prevent homelessness.
4. Allocate a budget to clients on a monthly basis.
5. Keep a record of required client services, data, program success and areas of improvement.
6. Collaborate with the Youth Action Board to inform services.
7. 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.
8. Participate in Drop-In Center program meetings, client team meetings, special events, and Coordinated Entry staffings.
9. Communicate with Outreach Drop-In Center Program Manager to problem solve and improve coordination of services for clients.
10. Complete professional development trainings at minimum on a quarterly basis, as required by the Agency/funder.
11. Maintain compliance with all applicable guidelines, policies, procedures, laws, and regulations.
12. Other duties may be assigned.

### Supervisory Responsibilities:

Provide supervisory support to any appropriate team members, and carry out responsibilities in accordance with the organization's policies, procedures and all applicable laws.

### Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education and/or Experience:

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.

### Additional Information

Position pays \$35,000 - \$45,000 annually. Enjoy generous PTO, Benefits and the opportunity to join a caring and committed team of professionals.

### 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.