

**Title: Youth Advocate/Case Manager**  
**Department: Workforce Development**  
**Supervisor: Manager/Director**

#### **Purpose of Position**

Coordinates a wide range of activities to achieve program goals and objectives; conducts assessment, advocacy, and case management to ensure effective and efficient delivery of service to clients.

#### **Job Responsibilities**

- ❖ Develops individual service plans
- ❖ Monitors and evaluates client progress
- ❖ Facilitates individual case management sessions, secures and coordinates client services.
- ❖ Maintains accurate and complete participant case files and records as related to case management.
- ❖ Assists in developing systems for collecting and evaluating data for policy and program development.
- ❖ Assists in developing intra and interagency partnerships and serves as an advocate/liaison to wide variety of groups, which support the health/mental health and other needs of the participants.
- ❖ Advises immediate supervisor of needs, trends and issues within area of responsibility and recommends activities to address them.
- ❖ Actively participates in Urban League of Greater Hartford's special event projects.
- ❖ Performs other related duties as assigned.

#### **Standards for Measuring Performance**

- ❖ Excellent written and oral communication skills.
- ❖ Outstanding organizational skills.
- ❖ Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- ❖ Must be able to operate personal computer using Microsoft Office or similar application.
- ❖ Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- ❖ Ability to balance the needs and expectations of multiple constituents.
- ❖ Positive and team-oriented attitude.

#### **Education/Experience**

- ❖ Bachelor's Degree required, in the fields of social work, counseling, sociology and/or mental health area. Master's degree preferred.
- ❖ Three to five years of case management and program development experience in a social services, education and/or community-based organization.

**Other: Must have a valid driver's license and reliable transportation**  
**Bi-lingual (English-Spanish) preferred**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_