



**About:**

Project Youth OC is the most established and most effective youth diversion organization in Orange County. Every day and in every role, our staff contributes to our critical mission of delivering individualized, culturally competent support that strengthens families, provides connections to community resources, and keeps at-risk youth in school, healthy, and drug-free. By embodying our Core Values of Accountability, Collaboration, Dedication, Empathy and Progress, we provide services to over 1,500 youth and their families each year.

**Role:** Case Manager

Location: Santa Ana, CA  
Reports to: Associate Manager, Diversion

Classification: Non-Exempt, Full Time  
Salary Range: \$40k-\$50k

*Eligibility: Authorization to work for any employer in the United States is required.*

**Summary:**

Project Youth OC provides transformative youth programs that end cycles of poverty and crime by promoting education, career development, and community engagement. The Case Manager will contribute to the SHORTSTOP program delivery efforts in collaboration with the SHORTSTOP program team. Your role will be critical in guiding at-risk youth and their parents during their transformative journey through SHORTSTOP by providing individualized case management support, linkage to essential resources, and supporting the team during program sessions.

**You'll be responsible for:**

Case Management Support:

- Schedule and complete comprehensive youth and caregiver intake assessments for each client on your caseload.
- Connect and support youth and caregivers with local community resources based on their needs identified during intake and case management meetings.
- Support youth and caregivers during their entire experience in the program, ensuring all program requirements are met.
- Maintain a caseload of 10-20 clients per month; continuously review your caseload with your supervisor to identify areas for adjustment, as needed.
- Complete any additional case management support-related duties assigned by your supervisor with a positive attitude.

Data Collection and Evaluation Support:

- Maintain client case management data in Project Youth OC's case management database (Salesforce) for each client on your caseload consistently and with integrity.
- Assist the program team with evaluation data efforts to ensure all client data is collected and inputted consistently.
- Complete any additional data collection and evaluation support-related duties assigned by your supervisor with a positive attitude.

Program Support:



- Share innovative ideas and activities that support youth transformation in program service delivery.
- Assist the program team with program facilitation and session service delivery.
- Assist in preparing and organizing the materials needed for pre- and post-program sessions and maintaining an inventory of all materials.
- Complete any additional program support-related duties assigned by your supervisor with a positive attitude.

#### Outreach Support:

- Ensure your availability for outreach events and presentations, as needed, and work collaboratively with all Project Youth OC staff to prepare and coordinate outreach opportunities assigned by your supervisor.
- Provide information on Project Youth OC programs to any inquiries or requests for information.
- Complete any additional outreach support-related duties assigned by your supervisor with a positive attitude.

#### You must have:

- Minimum of 0-3 years of experience in program service delivery, preferably in case management, youth/family services, and/or juvenile diversion program support.
- Excellent interpersonal, communication, and organizational skills.
- Demonstrated ability to work effectively with diverse populations, including youth, parents/caregivers, educators, and community partners.
- Passion for empowering youth and making a positive impact in the community.

#### It's an added plus if you have:

- Bachelor's degree in Criminology, Sociology, Counseling, Social Work, or a related field.
- Strong knowledge of the juvenile justice system process.
- Experience in crisis counseling and juvenile justice system policy.
- Proficiency in data management and analysis, with experience using relevant software and tools.
- Experience with maintaining relationships with community partners and client/caregiver engagement.
- Salesforce experience.

#### You'll be successful if:

You get things done

You keep your cool under pressure and know how to prioritize your responsibilities. And when you need help, you're not afraid to ask.

You are client-centric

You dive into every detail to ensure that every client/volunteer who steps in the door feels a touch of personal care and presence. You are willing to go above and beyond to make each experience special and love stepping outside the box with the creativity to do so.

You are highly organized and detail-oriented

You prioritize well and can manage important projects, schedules, and communications in an orderly fashion. You can handle and prioritize several projects at once.



You are trustworthy and professional.

You've proven you're equipped to handle and maintain confidential information. Even if no one else were in the office, you'd work just as hard and as meticulously.

You're a team player.

You can coordinate efforts with many different internal and external departments to get the job done right. You use sound judgment and intuitive analysis. And you know to follow up to ensure everyone's on the same page. You're confident in your skills and not afraid to speak your mind, but you know how to put the team first.

You believe in the future of Project Youth.

You take your responsibilities seriously; the success of this role is critical to our organization's growth.

### **Why Choose Project Youth OC?**

You'll have a career that truly makes a difference in the lives of young people and their families. You will join a team committed to doing the work and challenging each other to be an organization where everyone is respected and heard. You'll experience a culture committed to providing genuine opportunities for people to thrive. You'll receive quarterly personal and professional development opportunities. You'll receive generous vacation and 14 paid holidays off in addition to a week in December! You'll qualify to receive comprehensive health insurance (and we pay 100% of your employee contribution premiums for medical, dental, vision, AND basic life insurance), 403(b) retirement plan with matching opportunities.

### **WORK ENVIRONMENT:**

The environmental conditions described are representative of those that an employee must meet to successfully perform the job's functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Routine office environment.
- Routine independent travel.
- Frequent travel to program sites.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Job Description may be subject to change to meet the needs of the organization.

Your employment with PYOC is "at will," meaning that either you or PYOC may end your employment at any time and with or without cause.