



## Case Manager: Supportive Services

*Mile High Youth Corps helps youth make a difference in themselves and in their communities through meaningful service opportunities and educational experiences.*

**Position Overview:** Join a growing and thriving organization. Mile High Youth Corps (MHYC) offers a leading compensation package including generous paid time off; comprehensive insurance coverage including health, dental, vision and life; mental health and wellness support; professional development; hybrid work options; and a modified work schedule of 72 hours over 2 weeks (ex. one Friday off every 2 weeks).

The Case Manager: Supportive Services is responsible for managing the activities of MHYC's Supportive Services team and developing and implementing programming that promotes participant (Corpsmember) success. Supportive services programming includes connecting Corpsmembers (CMs) to community resources, providing career exploration and readiness activities that increase CM retention and completion, ensuring youth are prepared for and connected with appropriate educational and employment opportunities, and assisting alumni with career placement support. The Case Manager: Supportive Services will play a central role in providing direct support to CM's, collaborating with MHYC direct service staff, and aligning the team's activities with programs across the organization. This position is partially funded by AmeriCorps and works directly with CMs enrolled in an AmeriCorps program.

**Position open until:** April 16, 2025

**Reports to:** Director: Supportive Services

### ***Hours & Compensation***

This is a full-time, 72 hours over 2 weeks, exempt position with a starting pay rate of \$50,000-\$55,000/year dependent on experience. Medical, dental, vision and life benefits are available on the 1st of the month after working 30 days. Some evenings and weekend hours may be required for Corps-related functions. This position requires occasional travel to Colorado Springs offices. A flexible work schedule is available regarding days and hours worked per day with a mixture of remote and in the office hours.

### ***Areas of Responsibility***

#### **Programs and Services:**

- Under the direction of the Director: Supportive Services (DSS), implement resource support and career readiness activities across all career pathways at the organization, ensuring alignment with best practices and trends in youth and workforce development
- Provide one-on-one CM case management and support
- Manage systems that mitigate CM barriers to participation and completion, provide holistic support to navigate and access resources, and provide goal setting for CMs and alumni
- Identify and manage CM challenges and/or resource needs that arise with Corpsmembers across the agency, and to connect Corpsmembers with community agencies and resources for the most effective service delivery possible
- Manage the expansion of community resources, local non-profits and the supportive services available, as well as educational and training programs, internships, and other post-program opportunities for Corpsmembers
- Cultivate and manage partnerships with community resources that address and mitigate barriers to CM success
- Facilitate career and post-secondary readiness activities



- Collaborate with program teams to ensure activities are engaging, culturally responsive, and aligned with program needs
- In collaboration with the DSS, manage and coordinate delivery of career readiness activities, including post-secondary education preparation, for each program at MHYC
- Assist the DSS and program teams in the cultivation and management of partnerships with community employers, apprenticeship programs, and post-secondary education institutions in each career pathway offered at MHYC
- Manage third-party service delivery including scheduling and payment of services
- Track, document, and report on CM/alumni career planning progress, placements, retention of placements, success stories, grant compliance, and other performance metrics.
- Track and document all CM/alumni provided supportive services and resources for MHYC and grant compliance.
- Collect and analyze data to assess supportive services processes, activities and outcomes, and develop/enhance strategies and processes as needed

**Supervision:**

- Depending on organization staffing levels, provide daily supervision for up to 3 part-time or full-time positions.
- Lead performance management of direct reports including goal setting and accountability measures, providing regular feedback, conducting performance reviews, etc.
- Assist with managing the hiring process for vacant Supportive Services staff positions as needed

**Organization Support:**

- Contribute to creation of MHYC-wide, standardized, CM programming content; assist and support MHYC staff on delivery of core curriculum, career readiness training, and Career Technical Education.
- Assist Directors and Executive team members with annual budget creation; assist with managing the Supportive Services budget.
- Conduct timely database entries (e.g. invoicing, Salesforce, Paylocity, purchasing etc.).
- Assist MHYC staff by providing timely data and analysis for board reports, fundraising proposals, organizational outreach and marketing, etc.
- Promote agency mission in all activities.
- Attend and participate in staff and community meetings, retreats, trainings and community-based events.
- Other duties as assigned.

*Mile High Youth Corps is committed to hiring candidates with unique backgrounds and perspectives. If you are interested in this position but are concerned that you do not meet all of the requirements or possess all of the necessary skills, or that prior convictions or your background might disqualify you, we encourage you to submit an application anyway.*

***Qualifications***

**Education:** Post-secondary certificate or degree

**Experience:** Two or more years of experience in case management, supportive services, social services or related field; one or more years of supervisory experience.

**Required Qualifications:**

- Desire to further Mile High Youth Corps' mission, vision and values



- Commitment to advancing MHYC's strategic diversity, equity, inclusion and belonging goals
- Experience with MHYC's core population of young adults ages 18-24 years old
- Able to legally work in the United States, which will be verified via the federal E-Verify program on the first day of employment
- Pre-service background check required, which includes fingerprinting
- Valid driver's license with insurable motor vehicle record (MVR)
- Reliable personal vehicle, as some travel to Colorado Springs will be required. Mileage reimbursement is available for all personal vehicle travel.

**Preferred Qualifications:**

- Spanish-English proficiency
- Experience with trauma-informed care practices
- Prior case management experience
- Experience with social, racial, economic, and/or restorative justice activities or programming
- Positive Youth Development (PYD), youth corps and/or AmeriCorps knowledge/experience

**To Apply:**

Candidates are asked to provide a resume including pertinent personal and/or professional experience. *In the absence of specific work-related experience, applicants are encouraged to describe personal experience that pertains to position requirements in a cover letter.* Send resume and cover letter to: [staffjobs@mhyc.net](mailto:staffjobs@mhyc.net) (include **Case Manager: Supportive Services** in the email subject line). If you have questions about the position, please email: [staffjobs@mhyc.net](mailto:staffjobs@mhyc.net).

*Mile High Youth Corps is committed to diversity in principle and practice, both in the community at large and within the organization. We are, therefore, committed to having our internal operations and employment practices administered on a non-discriminating basis inclusive of, but not limited to, race, religion, color, socio-economic status, gender, age, sexual orientation, military or veteran status, physical or mental disability, marital status, or national origin. Every effort shall be made to grant reasonable accommodation for qualified people with disabilities to participate in this AmeriCorps program.*

**More information can be found at [www.milehighyouthcorps.org](http://www.milehighyouthcorps.org)**