Job Title: Lead Youth Advocate  
Employer/ Agency: Community Youth Outreach (CYO)  

Job Description: To provide holistic, strengths-based and comprehensive case management services to CYO clients (ages 16 to 24 years) while supporting their efforts to move from crisis through to independence, as well as lead a team of CYO Youth Advocates to do the same. CYO case management includes leading a multi-dimensional team of service providers to deliver services to the client to the standards required by the CYO Service Level Agreement.

Essential Duties and Responsibilities include the following, but other duties may be assigned:

- **Case Management Assessment and Planning:** Provide holistic and comprehensive case management services including initial assessment, goal setting, long-term service plan development as well as weekly service plan development, monitoring and reviews.

- **Youth Engagement:** Collaborate with youth to develop their comprehensive Individual Development Plan. Promote empowerment of youth - self-management. Encourage and recognize steps towards achieving the youth’s goals.

- **Case Management Service Delivery:** Identify and engage appropriate service providers for each client. Create and lead virtual service provision team to plan, coordinate, monitor and measure service delivery, results and outcomes.

- **Client Satisfaction:** Measure client satisfaction; develop improvement initiatives and engage collaborative team to implement changes.

- **Identify and Size Service Requirements:** Team with Program Director to determine and size the need for a particular service; identify potential partners.

- **Analysis, Reporting and Improvements:** Case Management reporting via HMIS system, as well as provide reports for various funders. Develop and circulate appropriate reports to keep all stakeholders informed of progress. Identify and participate in research activities through data analysis and collection. Provide feedback, factual analysis and recommendations for continuous improvements.

- **Policy and Process Improvements:** Recommend changes to the Program Director that improves the quality and effectiveness of the service and support provided to the clients.

- **Flexibility:** Display the ability to work a flexible schedule to accommodate project needs and be visible during the hours when youth are out in the community. Perform all other duties related to the job as assigned by the Program Director and Alliance Executive Team.

**All Staff Must:**
- Adhere to the National Association of Social Work (NASW) Code of Ethics.
- Promote and demonstrate appropriate respect for cultural diversity among co-workers and all work related contacts.
- Maintain valid Texas Driver’s License and Automobile Insurance.
- Obtain and maintain current CPR, First Aid Certifications, and training hours.

### Qualifications

**Minimum Education, Training, Knowledge, Skills, and Abilities:**
- Bachelor’s degree in social service-related field required. Licensed master level social worker preferred, with experience in Trauma Informed Care and Motivational Interviewing.
- 3 – 5 years’ experience working with runaway, homeless, street, or other at-risk youth populations.
- Leadership experience,
- Virtual team leadership - Can work effectively through others to get the work done,
- Ability to plan and execute, delivering the desired results,
- Knowledge of and ability to network with community resources available for referrals,
- Strong oral and written communication skills,
- Organized, with attention to detail,
- Ability to work a flexible schedule to accommodate needs of youth,
- Flexible,
- Self-motivated,
- Bilingual/English-Spanish preferred

### Salary/Hours
- Full Time

### Employer/Agency
- Community Youth Outreach Alliance (an Alliance of Montgomery County Youth Services, CASA Child Advocates of Montgomery County, Angel Reach)

### Address
- 1101 N. Thompson

### City, State, Zip
- Conroe, Texas 77301

### Contact Person
- Janet Kasper

### Contact Title
- Community Youth Outreach Program Director

### Email Address
- Janet.Kasper@youthmc.org

### Application Method
- Email resume

### Opening Date
- Immediately

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