



Position Details

Job Title: Case Manager

Reports to: Director of Youth Services

Status: full-time

Pay Rate: \$19.00

Vision of the Position:

Youth Services at The Fresno Mission is a compassionate and loving community dedicated to serving transitional age youth (ages 18 to 24) who are facing life insecurities such as homelessness, abuse, addiction, sex trafficking, aged out of foster care and other traumas. Though individuals come from diverse backgrounds and experiences, they all share the need for a trusted, supportive environment as they journey toward stability and healing. Through the Fresno Mission's "DTCR Model," which offers **Dignity, Time, Community, and Relationship**, youth services aim to rescue and restore transitional age youth to the lives God designed for them. The Case Manager plays a vital role in this transformation—walking alongside participants as they pursue healing and growth in their spiritual lives, finances, housing, and overall well-being.

Who you are:

- Someone who recognizes the value of other people regardless of their choices.
- Understands youth development
- Learns new methods of working with young people who have experienced trauma.
- Attentive with a listening ear and desire to give respect and time to our clients and guests.
- A good example of who Christ is and willing to share how He saved you from yourself.
- Dependable and trustworthy with sensitive and personal information.
- Fair in situations and able to determine what is just and equitable in difficult situations.
- Gentle in character and able to be calm and tender when others are challenging.
- Someone who brings excellence to everything you do.
- Able to work in a fast-paced and constantly changing environment.
- Great at time management.

What you'll do (just the basics):

- Guide youth to develop and maintain the life skills necessary to obtain their goals.
- Conduct assessments to determine needs and assist in developing goals.
- Provide guidance, resources, and referrals as necessary and assist through case management.
- Meet with them on a weekly basis, and provide counsel.

- Facilitate classes in relapse prevention, parenting, finances, and job readiness.
- Assist in training new employees. Schedule and coordinate daily work and classroom assignments for participants.
- Communicate with legal systems, volunteers such as volunteer mentors, tutors, and class facilitators when necessary.
- Conduct conflict resolution meetings.
- De-escalate situations to keep community safe.
- Perform other duties as assigned.

Bonus Points:

- You have the flexibility to adapt to changes and take on new responsibilities as the organization grows.
- Puedes hablar, leer y escribir en español.
- You're excited to work in a fun fast-paced atmosphere where everyone takes the mission seriously, but no one takes themselves too seriously.

Education/Experience:

An AA or higher in the areas of Drug and Alcohol, Social Work, Human Services, or related field. Microsoft Office and computer skills.

Requirements:

A mature walk with Jesus Christ and able to articulate Biblical beliefs and their application within the context of the Fresno Mission. All employees of Fresno Mission are an integral part of the outreach ministry of a non-denominational, evangelical ministry sharing the Gospel of Jesus Christ through transformational programs that provide food, shelter, clothing, education, job training and renewal of families to the poor and addicted. All employees are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, Bible studies and prayer times. Due to the nature of these types of ministries, it is an absolute necessity that each employee possesses and maintain a Christian testimony of their faith and experience in Jesus. Must be in agreement with the Statement of Faith of the Fresno Mission.

Application Process:

Individuals interested in being considered for this position should email the following documents:

1. Letter of interest which includes a narrative detailing how you believe you qualify for this position.
2. An updated resume.
3. The names, email addresses, and phone number of three references.

Please email all documents to HR@fresnomission.org

No phone calls.