

**The Mentoring Center**  
***JOB DESCRIPTION***  
**Youth Transformative Case Manager**

**Job Description:** This position is responsible for the provision of case-management and follow-up services provided by Oakland Unite, a program sponsored by the City of Oakland, that provides comprehensive services to youth-offenders and their families residing in Oakland.

**Job Responsibilities:**

- Provide case management support, mentoring and advocacy to youth referred to the program by the Transition Center and other referral sources;
- Provide assessments and service planning for youth;
- Provide gender-specific case management for girls/young women referred to the program;
- Provide gender-specific program support to the girls/young women enrolled in the EMERGE Academy;
- Provide support to family of youth;
- Provide client referrals to community service providers;
- Maintain intensive follow-up contact with clients, family, friends and service providers through home visits and telephone contact;
- Maintain 24-hour, 7 days a week availability for crisis situations;
- Maintain relationships with community-based service providers;
- Document consistently and accurately in records all contacts with clients;
- Enter accurate client data, including client contact information on a timely and regular basis into the City-Span database;
- Participate in evaluation efforts as directed by The Mentoring Center;
- Attend bi-weekly The Mentoring Center staff meetings;
- Attend additional case management trainings and meetings at The Mentoring Center;
- Attend service provider trainings and meetings as scheduled by Oakland Unite staff and partners;
- Fulfill other responsibilities as assigned by supervisor and other management staff at The Mentoring Center;
- Attend the appropriate Transformative Mentoring Group on a weekly basis, as facilitated by The Mentoring Center.

**Qualifications:**

- Demonstrated commitment to working with youth;
- Knowledge of urban youth issues, specifically youth violence;
- Must have experience working with system-involved girls and young women;
- Must have knowledge of the issues girls who are commercially sexually exploited children (CSEC), or at risk of being CSEC, face;

- Demonstrated ability to work independently and as part of a team;
- Ability to take constructive criticism and work well with supervision;
- Ability to work well with diverse populations;
- Punctual & extremely reliable;
- Highly organized and detail-oriented;
- Must be able to present self, the program and The Mentoring Center in a professional manner;
- Flexibility to work some evenings & weekends;
- Ability to work in stressful situations;
- Must be able to pass clearance by Alameda County Probation and California Department of Corrections (parole);
- High School Diploma or GED required; B.A. or B.S. preferred;
- Must have a reliable car, valid driver license in good standing, car insurance and DMV clearance;
- Applicants with personal experience in overcoming violence/violence-related injuries and/or who have experience with the juvenile or criminal justice system are encouraged to apply.

The case manager/life coach will be employed by The Mentoring Center and supervised by the Director of Programs. This is an at-will position and in accordance with The Mentoring Center's guidelines, policies and procedures.

## **HOW TO APPLY**

Interested candidates should email a descriptive cover letter of interest of one page or less, along with three (3) professional references and a resume, to [tmc@mentor.org](mailto:tmc@mentor.org), or mail to:

The Mentoring Center  
672 -13<sup>th</sup> Street, Suite 200  
Oakland, CA 94610

**Subject line/Attention:** Youth Case Manager/Life Coach. Incomplete applications will not be reviewed. Please include an email address at which you may be reached.

**Please, no faxes or phone calls.**

**The Mentoring Center is an Employment At-Will Employer.**

**Deadline for Submitting Applications:** Friday, November 18, 2016