Title: Future Leaders Case Manager
Reports to: Director Education & Engagement
FSLA Status: Exempt
Version: 1.1

Summary Statement:

The Future Leaders Case Manager reports to the Director. Provides services to youth in the Future Leaders program, to assist youth in completing the training, engage in positive social and emotional education programs, make academic progress, limit justice system involvement and connect to community based resources, supports the expungement process.

Alaska Public Media is the source of NPR radio, PBS television for South Central Alaska and stewards of the statewide news.

Essential Functions:

The Future Leaders Case Management will:

➢ Coordinates services with the participant’s family, mentor, employer, school and other resources as needed.
➢ Provides case management services to youth during regular meetings on-site, their home and within the community.
➢ Knowledge of trauma exposure, knowledge of the 5 S’s of trauma: Safety, Self-Regulation/Soothing, Supportive, Strengths, Self-Care, and an understanding of and recognition of the signs of traumatic stress.
➢ Frequent utilization of personal vehicle for ongoing site visits. Effective use of oral and written communications skills.
➢ Use of crisis intervention techniques (both verbal and physical).
➢ Physical intervention requires the ability to kneel and return to standing without assistance. Case Manager must have the flexibility to adjust work schedule to the needs of the program.

Duties and Responsibilities:

In addition to the above functions, the Future Leaders Case Manager will:

➢ Develop Individual Achievement Plans with youth
➢ Coordinate youth services with key stakeholders to support provision of wrap-around services for youth and their families
➢ Provide one-on-one mentoring services outside of program hours to assist the youth in developing the personal, emotional, or social skills that may be impacting their ability to be successful through coaching and modeling positive behaviors
➢ Provide vocational guidance and supportive counseling as needed
➢ Assist participants in securing subsidized employment opportunities in fields of interest and in high growth industries
➢ Assist participants in learning essential job functions and orientation to the workplace environment and culture
➢ Model the principles of employment success taught during the pre-employment curriculum
➢ Provide coaching and encouragement and support as the participant's transition through participation.
➢ Cultivate and maintain a network of available community resources for youth as needed
➢ During site visits, monitor youth performance and participation, observe behavior, and intervene as needed
➢ Act as a liaison between the youth, youth's family, agency, youth's school, probation officer and police department
➢ Develop and maintain positive relationships with employers working with youth in employment opportunities
➢ Provides supplementary services, as needed including Coping with Mental, Emotional, and Learning Disabilities; Lesbian, Gay, Bisexual and transgender employment services; and financial literacy programming
➢ Facilitate job readiness groups
➢ Coordinates services with the youth and their mentor
➢ Assesses skills attainment, career planning, and referrals to supportive community employment
➢ Engage caregivers, parents, family members and others by sharing strengths and challenges experienced by program participants
➢ Maintain personal area and program service areas in a neat and orderly fashion
➢ Ability to multitask and manage time effectively
➢ Participate in program evaluation as required
➢ Uses active and reflective listening skills and affirmations to demonstrate respect and empathy, avoiding negative and derogatory labels that foster disrespect
➢ Maintain confidentiality of employees, volunteers, and program participants to provide a safe environment
➢ Attend at least one trainings related to being trauma informed in a twelve month period
➢ Ability to work effectively with program participants and family members, employees and vendors in a culturally diverse environment to support healing and recovery
➢ Participate in the development and implementation of continuous quality improvement activities as assigned
➢ Accurately complete documents as needed
➢ Maintain a professional standard when representing the agency or youth
➢ Other duties as assigned.

**Required Qualifications:**
➢ Personal vehicle or access to vehicle and proof of insurance
➢ Valid Alaska Driver's license
➢ No history of child abuse or neglect

**Desired Qualifications:**
➢ Bachelor's Degree in a human service field or HS Diploma with 3 years of related work experience
➢ Knowledge of childhood trauma and prior experience working in settings with youth and families that have been exposed to trauma or experiencing traumatic stress preferred
➢ Knowledge of youth development, adolescent issues, positive youth development/strength based approach preferred
➢ Strong sales ability
➢ Must be highly organized, detail focused, have excellent time management and possess strong computer skills
➢ Experience with OCS wards preferred

**Allowable Substitution**
If necessary, alternative combinations of education and experience to be evaluated by the Human Resources Office for comparability
Competencies:
➢ Act in accordance with AKPM policies.
➢ Support AKPM compliance efforts with FCC, CPB, NPR and PBS rules and regulations
➢ Communicate effectively.
➢ Apply critical thinking and problem solving skills.
➢ Maintain positive relationships with both internal and external customers.
➢ Demonstrate consistent outstanding customer service.
➢ Proficient at computer use to include office software products, custom software packages, internet and e-mail.
➢ Consistently demonstrate ethical behavior.
➢ Must exercise good judgement for the prompt completion of responsibilities.

Employee Expectations:
Must be able to work in a constantly changing environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands while seeking supervisory assistance as appropriate.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is regularly required to stand, walk and sit; use hands to handle or feet; reach with hands and arms; talk and hear. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must be able to lift and/or move up to 40 pounds.

Work Environment:
The work environment characteristics described here are typical of a television/radio broadcast office environment and representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate.

Alaska Public Media is an equal opportunity employer.

I __________________________have received a copy of this job description on __________________________
(Name) (Date)
Employee’s signature ____________________________________________________________

Send resume and cover letter to hr@alaskapublic.org