



JOB ANNOUNCEMENT

Bill Wilson Center is a nationally and regionally recognized leader for providing services to at-risk youth and families. Our agency -- from our executive team to our line staff -- is committed to improving the lives and conditions of the people we serve. We provide direct services to more than 3,500 children, youth, young adults and families in Santa Clara County. BWC provides services that meet the cultural and linguistic needs of our whole community. We value our unique ethnic diversity as well as the LGBTQ community and non-able body community. Join us and become a difference maker at Bill Wilson Center! Find out more at http://www.billwilsoncenter.org/bwc_jobs/

Outreach Case Manager – Drop-In Center

Under the supervision and direction of the Program Manager of the Drop In Center, the Outreach Case Manager conducts street outreach to areas frequented by street youth and performs case management for clients on caseload by performing the following duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conduct street outreach to areas frequented by street youth.
- Provide case management services to run away, homeless and street youth
- Assist with crisis intervention
- Introduce eligible clients to DIC/Enclave/BWC resources or other community resources if needed
- Facilitate street groups on sexual exploitation and provide HIV/STI and drug and alcohol abuse information.
- Provide transportation as needed
- Follow-up with youth placed in safe housing alternatives
- Maintain statistical data and complete reports in a timely and accurate manner. Enter ALL client data into AWARDS AND HMIS systems. Must maintain AWARDS and HMIS updated with all client information and data.
- Attend agency and other program meetings and trainings as appropriate.
- Participate in agency Program Quality Improvement activities and initiatives
- Participate in agency Safety initiatives and proactively report safety issues to management immediately
- Ensure cleanliness and tidiness at Drop In Center site. Report maintenance and safety issues to manager or Facilities Manager immediately.
- Ensure that any BWC vehicles used are kept tidy and that any maintenance or safety issues are reported to the Facilities Manager immediately.
- Regular attendance is a requirement of the position.
- Other duties may be assigned.

QUALIFICATIONS:

Bachelor's degree from a four-year college or university; and/or two or more year's related experience and/or training; or equivalent combination of education and

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experience. Must be punctual, efficient and organized; effective and professional under pressure. Ability to balance excellent client care with meeting deadlines and ensuring positive program goals and outcomes. Experience providing services to clients of various racial, ethnic, socioeconomic backgrounds or sexual identity who are overrepresented in homeless populations as well as working in different cultural environments. An understanding of humility and respect for working with homeless youth and families. Excellent communication skills - must be personable and informative when presenting BWC programs and services. Valid California driver's license with access to a personal vehicle, Fingerprint/background check and TB test required. Bilingual (English/Spanish) candidates highly preferred.

All applicants are required to be fully vaccination with booster against COVID-19 (if eligible or agree to receive booster at the time of eligibility) prior to employment.

SALARY RANGE:

\$25.00 - \$30.00 per hour. 100% employer paid Medical, Dental, Vision, Life Insurance, LTD and Employee Assistance Program. Retirement Plan with discretionary Employer Contribution. Generous PTO plan, 13 paid Holidays. And much more!

For consideration, please submit cover letter and resume (reference the position name in the subject line and/or cover letter) to:

BILL WILSON CENTER
ATTN: Resumes
FAX: (408) 244-4022
Email: resumes@billwilsoncenter.org

EEO:

Bill Wilson Center is an Equal Opportunity/Affirmative Action employer committed to building a team that represents the racial, ethnic and linguistic needs of our community. People of color, women, persons with disabilities, and persons who are LGBTQ are strongly encouraged to apply.

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. Because of a need to remain responsive to the needs of our clients and BWC's operations, responsibilities may be modified at any time.