

Position: Transitional Support Case Manager

Reports To: Manager of Violence Prevention & Youth Development

Supervisory Responsibilities: No

Classification: Full-Time, Non - Exempt

Background Check Requirements: Yes

Shift: 10:30 am to 7:00 pm , **Remote Work:** No.

Salary Range: \$55,000–\$61,000 annually, commensurate with qualifications and experience.

Benefits: 2 Weeks' vacation, 5 sick days, 3 personal days, 12 Holidays, 401K retirement plan with employer match, health Insurance with 80% paid by employer.

Position Summary

We are seeking a dynamic, compassionate Transitional Support Case Manager to empower youth ages 17–24 across Worcester County. This role blends high-energy outreach, goal-driven case management, and strong documentation to ensure young people receive the support they need to move forward in life.

Key Responsibilities:

- Build trust with youth who may be disconnected or reluctant to engage.
- Conduct consistent outreach in neighborhoods, shelters, and community hotspots.
- Support youth in securing housing, employment, higher education/trade certifications, support academic challenges, HiSET completion needs, and re-entry after incarceration.
- Provide system navigation, skill-building, and support youth in becoming self-sufficient.
- Maintain updated community resources and facilitate timely linkages.
- Complete all documentation in database and support metrics reporting.

Ideal Candidate:

- Believes deeply in the strengths and potential of young people while maintaining professional boundaries.
- Experienced in youth outreach, case management, community work, or human services.
- Persistent, flexible, organized, and great with building rapport. Excellent team player.
- Understands trauma informed care & positive youth development.
- Proficient in Word, Excel and related software.
- Bilingual English/Spanish very helpful but not required.

Qualifications:

- Associate's degree + 4 years experience OR Bachelor's degree + 2 years experience.
- Experience with diverse youth populations.
- Critical thinker who can capture and interpret data to recognize trends and ensure program respond to participant needs.
- Valid driver's license; ability to drive a company vehicle.