



## CASE MANAGER

EXEMPT  
FULL TIME  
DEPARTMENT- Programs  
REPORTS TO- Manager of Support Services  
WORK EVENINGS AND WEEKENDS- Occasionally  
TRAVEL-some local travel

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### ORGANIZATION SUMMARY

Crossroads Campus was founded in 2010 and is an IRS-designated 501(c)(3) serving Nashville, Tennessee. Our mission is to provide opportunities for healing and developing resilience for young people facing barriers and abandoned pets to transform human and animal lives. We are committed to improving our community by bringing together neglected animals and young adults to heal and learn from each other. Our core values guide every aspect of our work:

1. Individually I *respect* the uniqueness of everyone I interact with. I am *responsible* for my actions and am guided by *grace* and *compassion*.
2. As a team, we build *trust* and a community of *belonging* where everyone's *strengths* are *recognized*, *boundaries* are *protected*, and a sense of *safety* is ever present.
3. Together we *persevere* and strive for *excellence* as an organization. Recognizing the importance of *accountability*, *learning*, and *reliability* in our work.

We provide trauma-informed services that guide, coach, and support traumatized young adults through the successful transition to independent, productive adulthood by providing supports in the following major life domains:

- a. Employment and Career
- b. Educational Opportunities
- c. Stable Housing
- d. Personal Wellbeing and Life Functioning

Through the operation of multiple social enterprises—including animal adoption and education, retail, grooming, and a cat café—young adults learn valuable job skills, earn living wages, and develop the ability to manage personal finances while also defining and starting a long-term career path. Crossroads also provides affordable, stable housing for young adults.

### POSITION SUMMARY

All young adults participating in Crossroads housing and workforce development programs are automatically eligible for and will receive case management services. From intake to exit, Case Managers are responsible for developing a trusting relationship with each young adult to

- identify their goals, strengths, and needs;
- determine the array of needed community services;
- connect them to those services;
- and provide the opportunities and resources to develop independence skills in each of the above life domains.

This position is a critical member of the Crossroads team, serving as a role model and coach for young adults as well as coordinating and aligning all organizational and community supports around their successful transition to independence.

## PRIMARY DUTIES AND RESPONSIBILITIES

The Case Manager will coach and advocate for young adults as they build the resources and skills to transition to independent living and productive adulthood. Specific responsibilities include but are not limited to:

- Completing a Daily Living Assessment (DLA20) to determine individual strengths and needs.
- Developing and regularly updating an Individual Progress Plan (IPP).
- Connecting, coordinating, and/or providing the appropriate tools, such as
  - Accessing medical and mental healthcare, including insurance coverage
  - Solving transportation barriers
  - Establishing a bank account
  - Monthly budgeting and bill payment
  - Obtaining necessary documentation such as birth certificates, social security cards, driver's licenses, etc.
- Collaborating with Crossroads staff to effectively deliver holistic, seamless programs and skill-building in
  - Attaining and maintaining stable housing,
  - job training,
  - career planning and placement, and
  - other independent living skills.
- Identify and coordinate with community services such as Oasis Center, Monroe Harding, Metro Action Commission, etc.
- Provide social-emotional support as young adults navigate complex systems and issues.

## MINIMUM REQUIREMENTS

- Bachelor's Degree in Social Work, Psychology, or related field. Master's degree preferred or at least 3-5 years of experience in the field of Young Adult Services and/or Case Management.
- Willingness to transport clients as needed; personal car may be used, or a company vehicle is available.
- Driver's license, clean DMV record, and automobile liability insurance
- Clean background check
- Ability to occasionally work weekends and evenings. Some emergency calls may occur.
- Given the nature of this position, case managers must be physically present each day; this is not a remote or hybrid position.

## COMPETENCIES

Successful candidates will demonstrate the following competencies:

- **Mission-focus:** Work in a manner that consistently reflects the organization's mission and values.
- **Ethical Behavior and professionalism:** Ability to maintain poise and professionalism with a variety of audiences, especially in stressful situations.
- **Strengths-based:** Focus on an individual's strengths to realize potential, fostering growth and resilience.
- **Trauma Informed Care-**Understanding, experience, and commitment to the principles of TIC.
- **Cultural Awareness-**An understanding and appreciation of diverse cultural backgrounds and the ability to work with clients from various ethnic, racial, and socioeconomic backgrounds.
- **Resource Referral and Navigation:** Strong knowledge of local and state community resources; ability to navigate government, education, and other complex systems.
- **Organization:** Ability to prioritize, plan, and complete work in a timely manner that is consistent with the expectations of the organization.



- **Communications:** Effective communicator who utilizes trauma-informed verbal, nonverbal, and listening skills; clear, timely documentation skills.
- **Training:** Effectively deliver individual coaching and group workshops that are inclusive of diverse learning styles and needs.
- **Time Management and Punctuality:** Arrive at work on-time each day; maintain an updated calendar; attend staff and community meetings as scheduled; prioritize and honor commitments to young adults.
- **Relationship building:** Establish and maintain positive working relationships with young adults, staff, and community partners.
- **Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Confidentiality:** Act with discretion, particularly when handling sensitive issues and maintain confidentiality of all proprietary and personal data.
- **Problem solving/reasoning skills:** Assess problems, identify root causes, gather and process relevant information/data, generate possible solutions, make recommendations and/or resolve the problem.
- **Digital Literacy:** Proficiency in using computer software and internet for documentation, record-keeping, communications, and research.

## COMPENSATION

### Salary

The salary range is \$45,000-50,000 depending on experience.

### Benefits

- Comprehensive health coverage, including medical, dental, and vision. Employer covers 95% of employee premiums and 50% of family premiums for medical insurance.
- Generous paid vacation, sick, and 9 paid holidays
- Professional development opportunities
- Employee discounts at pet retail store and the Crossroads Cafe

## TO APPLY

Send resume and cover letter to [jobs@crossroadscampus.org](mailto:jobs@crossroadscampus.org) with Case Manager in the subject line.

## EQUAL OPPORTUNITY EMPLOYER

Crossroads is an equal opportunity employer. We encourage all qualified candidates to apply regardless of race, color, religion, national origin, age, disability, veteran status, genetic information, gender identity, or sexual preference.

*Management reserves the right to revise this job description at any time. This job description is not a contract for employment. Employees may be asked to perform other duties not listed in this job description.*