



Night Shift Case Manager – Youth Transitional Housing

TenderLove Community Center is seeking a dedicated and compassionate **Night Shift Case Manager** to support youth residents in our Transitional Housing Program. This role is vital in ensuring the safety, stability, and progress of young people during evening and overnight hours. The ideal candidate is calm under pressure, trauma-informed, and passionate about helping young people build pathways to independence.

Position Title: Night Shift Case Manager – Youth Transitional Housing

Status: Full-time / Part-time (Night Shift)

Shift Hours: 8:00 PM – 8:00 AM

Reports To: Youth Housing Program Manager

Compensation: Commensurate with experience

Key Responsibilities:

- Provide supportive case management and crisis intervention to youth residents during night hours.
- Ensure the safety and well-being of all residents by conducting regular room checks and maintaining a secure environment.
- Respond promptly to incidents, conflicts, or emergencies, following agency protocols.
- Monitor adherence to house rules and curfews, providing guidance and coaching when necessary.
- Maintain clear and timely documentation of nightly activities, incidents, and resident interactions.
- Communicate effectively with day shift staff to ensure continuity of care.
- Support residents with basic needs (e.g., hygiene items, food access) during overnight hours.
- Provide informal mentoring and emotional support when youth need a listening ear or guidance.
- Participate in staff meetings, training, and supervision as required.



Qualifications:

- High school diploma or equivalent required; associate or bachelor's degree in social work, Psychology, Youth Development, or related field preferred.
- Minimum 1 year of experience working with at-risk youth or in a shelter/residential setting.
- Ability to work independently, manage crisis situations calmly, and maintain appropriate professional boundaries.
- Excellent interpersonal, problem-solving, and communication skills.
- Must pass background check and possess or be willing to obtain CPR/First Aid certification.