Job Description

Department:	Mission Prevention GRYD	**Location:**	Panorama City
Job Title:	GRYD Case Manager (Temporary)	**Reports to:**	GRYD Program Manager
Exempt/Non-Exempt:	Non-Exempt	**Revision Date:**	11/2026
Position Type:	Full-Time (40hrs/week)	**JD Approved by:**	Maria G. Williams
Pay Range	Hourly: $26.00 - $28.85	**Apply at:**	Carolina.r@ecda.org
Work Arrangements	Office-Based and Field-Based (Evenings and Weekends Required)	**Remote Work Flexibility**	Not Applicable

**Schedule and assigned work locations are subject to change at the needs of the department and agency needs.

Job Description

Position Summary

The Temporary GRYD Case Manager provides comprehensive case management, care coordination, advocacy, and supportive services to youth ages 10–25 and their families who are at elevated risk of gang involvement, violence, justice system involvement, or other adverse outcomes. Working collaboratively within a multidisciplinary team, the Case Manager assesses participant needs, develops individualized service plans, coordinates referrals, connects participants and families with appropriate community resources, and supports progress toward educational, behavioral health, employment, and personal development goals.

Services are delivered using trauma-informed, culturally responsive, strengths-based, and positive youth development approaches that promote participant safety, resilience, family engagement, and long-term stability. The Case Manager is responsible for maintaining accurate and timely case documentation, collecting and reporting program data, monitoring participant progress and outcomes, and meeting established productivity, documentation, and performance expectations in accordance with Agency policies, City of Los Angeles GRYD contract requirements, and applicable funding guidelines.

This position requires flexibility to meet program and community needs and may require evening and weekend availability. Work responsibilities may include conducting home visits, attending community meetings and events, participating in outreach activities, responding to participant needs, and supporting other program-related activities as necessary.

Role and Responsibilities

- Conduct participant assessments to identify individual and family strengths, needs, risks, protective factors, barriers to achieving goals, and relevant social determinants of health.
- Develop, implement, monitor, and update individualized service plans in collaboration with participants, families, and appropriate service providers to support stability, resilience, and progress toward established goals.
- Provide case management, care coordination, advocacy, resource navigation, and referrals, including warm handoffs to behavioral health, medical care, substance use treatment, education, employment, housing, legal services, mentoring, recreation, and other community resources.
- Maintain an assigned caseload and conduct ongoing participant engagement, follow-up, and progress monitoring to support continuity of services and achievement of individualized goals.
- Deliver services in home, school, office, community-based, and virtual settings, using trauma-informed, culturally responsive, strengths-based, and positive youth development approaches.
- Respond to participant crises and emerging needs within the scope of the position and applicable training; communicate concerns to the appropriate supervisor and coordinate with emergency services or community partners when necessary.
- Coordinate with schools, probation, behavioral health providers, community-based organizations, and other multidisciplinary partners to address participant needs and facilitate access to appropriate services.
- Conduct community outreach and support violence prevention efforts, participant recruitment, family engagement, and collaboration with neighborhood organizations and community partners.

- Support participants in accessing behavioral health services by identifying barriers, facilitating referrals, coordinating with providers, and encouraging engagement and continuity of care. This position does not independently provide clinical treatment unless separately licensed and authorized to do so.
- Promote youth leadership, life skills, positive decision-making, family engagement, and opportunities for personal growth and community involvement.
- Maintain accurate, complete, and timely case notes, participant records, service documentation, and required program data in accordance with ECDA policies, confidentiality requirements, and City of Los Angeles GRYD contract and funding guidelines.
- Track participant progress, service delivery, outcomes, and productivity; prepare reports and provide information needed for program monitoring, evaluation, and quality improvement.
- Participate in supervision, case consultation, team meetings, trainings, and professional development activities.
- Comply with applicable confidentiality requirements, mandated reporting obligations, safety protocols, incident reporting procedures, ethical standards, and ECDA policies.
- Travel within assigned service areas to conduct home visits, community-based services, outreach, and other program-related activities, as required.
- Perform other related duties as assigned to support program and agency operations.

Qualifications and Education Requirements

- Bachelor's degree in Social Work, Psychology, Human Services, Sociology, Criminal Justice, Child Development, Public Health, or a related field is required.
- Minimum of two (2) years of experience providing case management, youth development, violence prevention, behavioral health, or community-based services.
- Experience working with youth and families facing elevated risks or multiple barriers is preferred.
- Knowledge of community resources and service systems, including behavioral health, education, employment, housing, and social services.
- Ability to conduct participant assessments, develop individualized service plans, provide case management, coordinate referrals, and maintain accurate and timely documentation.
- Strong communication, interpersonal, organizational, problem-solving, and crisis response skills, with the ability to manage multiple responsibilities effectively.
- Knowledge of confidentiality requirements, professional ethics, HIPAA privacy and security requirements, and applicable mandated reporting laws and responsibilities.
- Comprehensive knowledge of confidentiality requirements, professional ethics, HIPAA privacy and security requirements, client privacy, and mandated reporting laws and responsibilities.
- Proficiency in Microsoft Office applications, including Word and Excel, Outlook, Google Drive, Adobe PDF, internet navigation, and other standard office applications and equipment.
- Must successfully complete and maintain required HIPAA training, including Department of Justice (DOJ) background clearance, and tuberculosis (TB) clearance.
- Must have reliable transportation, a valid California driver's license, and automobile insurance when driving is required for position-related duties. Must maintain required vehicle insurance in accordance with applicable law and agency policies.

Preferred Qualifications

- Bilingual in English and Spanish, with the ability to provide effective communication and support to diverse client populations.
- Experience working with youth ages 10–25 and their families in community-based programs.
- Experience in gang intervention, violence prevention, youth development, case management, or related services.
- Familiarity with trauma-informed care, positive youth development, motivational interviewing, and culturally responsive practices.
- Experience collaborating with schools, probation departments, behavioral health providers, and community-based organizations.

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Comment

Candidates must be able to work effectively with their team and Manager, demonstrate adaptability, and accomplish program goals and objectives. Candidates should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules and to computer, email, Internet, and dress code policies. Must have a valid California driver's license and use of a personal vehicle that has liability car insurance. Candidates will receive their required BBS supervisory ratio for the client services they provide.

The benefits of joining the ECDA team include (If eligible) health insurance, vision, dental, long-term disability, AD&D, life insurance, vacation, sick leave, paid holidays, jury duty, bereavement, and 401K matching.

Duties, responsibilities, service locations, schedules, and caseload assignments may be modified based on program needs, agency priorities, funding availability, and contractual requirements. As a nonprofit organization supported by government contracts, grants, and other funding sources, El Centro de Amistad reserves the right to adjust program operations, staffing assignments, and responsibilities in response to changes in funding, service delivery needs, or contractual obligations.

Any changes will be implemented in accordance with applicable laws, employee qualifications, and agency policies.

Employees may be assigned to provide services at various ECDA locations, community-based settings, schools, client homes, or other approved service locations, depending on program requirements. Client assignments, caseloads, and service delivery methods may change based on program needs, funding requirements, employee qualifications, and applicable licensing or contractual standards.

This job description summarizes the position's general duties and is not intended to be an exhaustive list of responsibilities. It does not create a contract of employment or alter the at-will employment relationship, where applicable. ECDA may revise this description consistently with applicable law.

All employees must demonstrate an understanding, patient, and receptive attitude toward individuals of varied age groups, behaviors, and disabilities. Employees must be able to maintain composure under stressful conditions. Staff must be able and willing to work with clients who have special needs and/or aggressive behaviors (i.e., biting, kicking, hitting, emotional outbursts, etc.). Staff must have behavior management strategies and techniques for clients experiencing behavioral difficulties, positive behavioral interventions, and applied behavior analysis.

El Centro de Amistad provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, El Centro de Amistad complies with applicable state and local laws governing nondiscrimination in employment at every company location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Acknowledgment

☐ By signing below, I acknowledge that I have read and understand the position description for this position**,** including the working conditions listed below. I feel I am qualified to perform the duties of the position as described, including the physical and mental requirements outlined.

☐ By signing below, I feel I am qualified to perform the position duties as described with the following reasonable accommodation:

Employee Name:		Date:	
Employee Signature:			
Supervisor Name:		Date:	
Supervisor Signature:			

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Physical Demands:			
	FREQUENTLY	OCCASIONALLY	SELDOM
Sitting	☒	☐	☐
Standing	☒	☐	☐
Walking	☒	☐	☐
Bending	☒	☐	☐
Climbing	☐	☐	☒
Lifting 50 pounds	☐	☐	☒
Carrying	☒	☐	☐
Squatting	☐	☒	☐
Kneeling	☐	☐	☒
Pushing/Pulling	☐	☒	☐
Seeing	☒	☐	☐
Hearing	☒	☐	☐
Speaking	☒	☐	☐
Flexibility	☒	☐	☐
Driving	☒	☐	☐
Fine Finger Movement	☒	☐	☐

Environmental Demands:	
Outside:	Ability to spend 20% of work time outside
Inside:	Ability to spend 80% of work time indoors
Noise:	Ability to withstand moderate to high noise levels, including voice levels 90% of time
Heat:	NA
Cold:	NA
Electric Equipment:	Ability to operate office equipment, computer, copier, and cellphones
Work with Others:	100% of time spent working and interacting with team and other departments
Reading	Ability to read at a college level
Writing	Ability to write at a college level

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.

To apply or any questions, please email Carolina Ramos at Carolina.r@ecda.org