

Youth Mental Health Case Manager
May 2026

Department: Early Childhood and Youth Programs Team

Reports to: Program Manager for Early Childhood and Youth Programs

Status: Full-time, exempt, salaried position

Location: Main office and East Colfax community space

Compensation Range: \$70,000 - 75,000

Hours: 9:00 – 5:00 pm Monday-Thursday, half day Friday (can choose morning or afternoon)
36 hour work week; hours may vary throughout the program year including evenings and weekends as needed.

Spring Institute Mission:

Building a thriving intercultural community through learning, language access and advocacy.

Organizational Information:

Founded in 1979, Spring Institute for Intercultural Learning is a nationally recognized provider of effective intercultural learning programs, language access and advocacy. Spring Institute has grown substantially since its founding to provide a range of services for linguistically and culturally diverse refugees, immigrants, and low-income families from birth to older adulthood. While Spring Institute continues to focus on the core values of adult education, employment, and integration, the organization has responded to the evolving needs of the community being served.

Job Description:

The Youth Mental Health Case Manager coordinates the acquisition of mental health care for the refugee/immigrant youth community primarily based in East Colfax. This position will provide mental health and substance abuse evaluations and assessments, issue identification, and crisis interventions as well as refer clients to linguistically and culturally appropriate mental health care. Assist clients to develop achievable goals and objectives within their Individual Treatment Plans that address relevant issues, including: housing, education, family life, food needs, etc. Works to improve a comprehensive referral process and resource list in collaboration with local culturally, linguistically, and methodologically diverse care providers.

Essential Duties and Responsibilities:

In-community case-management (75%)

- Refer youth to culturally and linguistically appropriate mental health services
- Collaborate, engage and maintain strong relationships with relevant schools and community partners to cultivate a client list and relationships
- Provide education in child life-course development and anomalous behaviors as indicators of concern to referral partners in order to create a wider identification system.

- Provide large scale workshops for community to give basic mental health education and destigmatize behavioral health initiatives
- Meet with families to do mental health and general needs assessments and intakes
- Collaborate with Youth Programs Team to identify potential clients from within service population
- Support and assist volunteers, such as healthcare students, to provide health programming to youth and families.
- Facilitate survey implementation and data collection.

Health Navigation (Community Shines) Program Responsibilities (15%)

- Attend weekly team meetings to assess goals and strategies
- Aggregate and analyze data
- Develop working resource list in collaboration with community partners
- Maintain thorough and accurate records

Team and Organization Responsibilities (10%)

- Attend weekly team meetings to assess goals and strategies
- Attend Spring Institute monthly staff meetings and events, as schedule allows
- Participate in professional learning opportunities; ability to share/apply what is learned
- Participate in data collection and analysis for grantor reports and proposals, in support of Senior Coordinator and Program Manager

Qualifications:

Required

- A master's degree in social work, psychology, or child development AND a minimum of **two (2) years'** case management experience; OR a bachelor's degree in behavioral science, human services, or related fields AND **five (5) years'** youth case management experience; OR **six (6+)** consecutive years' full-time (FT) experience case management with refugee/immigrant youth.
- Training in trauma-informed care, harm-reduction, de-escalation techniques, and vicarious trauma
- Proven ability to communicate effectively and respectfully with diverse populations, skilled at tailoring communication styles to accommodate varying English proficiency and educational backgrounds
- Highly organized with attention to detail, especially in regards to data collection and evaluation
- Excellent relationship building skills and able to demonstrate care in responding to needs of clients
- Comfortable offering services in home of clients
- Proficient knowledge of the MS Suite (Word, Access, Excel, Power Point) and Google Workspace: (Google Documents, Sheets, Surveys)
- Open to change/flexible; ability to maintain calm and professional in stressful situations
- Ability to lift and carry 30 lbs. and be outside in all weather

- Must have a valid driver's license, vehicle, and auto insurance
- Must carry individual professional liability insurance

Preferred

- Bilingual
- Previous experience with behavioral health for refugee/immigrant community
- Experience working with youth populations

This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.

To Apply: Please email a cover letter and resume to tnelson@springinstitute.org. No phone calls please.

Spring Institute for Intercultural Learning is an equal opportunity employer committed to diversity in our work and workplace.