

Job Description

Case Manager

Function

To coordinate and provide case management one-on-one with adults who need additional support services to remove barriers so that they are successful in their careers

Duties and Responsibilities

Case Manager performs a range of duties, including the following (but not limited to):

- Provides intensive and individualized case management services for approximately 100 adult participants annually
- Meets with each participant at least once every two weeks during training to provide case management (an average cohort has 25 participants), supporting them to address issues such as housing instability, court obligations, childcare needs, food instability, lack of work clothes, etc.
- Has experience with case management in an educational or professional context, with a particular focus on supporting individuals to overcome barriers to employment
- Meticulously enters, tracks, and maintains participant information, case notes, and case files
- Develops lesson plans and teaches life skills classes, all with a goal of assisting participants to address their barriers and gain sustainable employment that can lift them out of poverty
- Develops relationships with and provides referrals to other social service programs and agencies, including mental health; communicating with other case managers and social workers as needed to ensure wraparound and supportive services are provided
- Supports clients' successful transition into and retention in employment, education, or further training upon completion of program, connecting with graduates every 2-4 weeks for 12 months after first placement
- Works in close coordination with the Workforce Development team to meet graduation, placement, and retention goals, as well as to ensure a seamless, positive experience for each participant

- Provides coverage and support during program activities; participating in alumni gatherings and other special events
- Works with the Workforce Development team to continually improve the program and participant outcomes
- Is extremely well-organized and detail-oriented; able to create and maintain all necessary paperwork, data, and case files to ensure outcomes are achieved for each participant
- Remains calm under pressure; handles emotionally challenging situations with professionalism and intention
- Has a strong understanding of local resources available to low-income, unemployed, and under-employed individuals
- Communicates effectively with program participants, team members, and partners; able to develop rapport and build trust with a diverse range of individuals
- Is comfortable and has experience using databases, Google Suite, and Microsoft Office
- Other responsibilities as required

Position Requirements

- Bachelor's degree in vocational training or counseling, Human Resources, Human Services, Social Work, Public or Business Administration, Planning or a related field required
- Minimum of 2 years' experience in workforce development, employment or vocational counseling, employee assistance counseling, skill assessment and training, or a related field
- Minimum of 2 years' experience working in a position where the process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to assisting individual's and family's comprehensive needs that promoted
- Knowledge of workforce development methodology, programs, resources, and providers
- Knowledge of barriers that individuals face and experience working with clients with resources and providers
- Experience collecting, analyzing, and reporting data

- Excellent written and verbal communication skills
- Experience working with diverse populations
- Bilingual (English/Spanish) applicants are encouraged to apply

Hours and Compensation

This position is full time. Compensation commensurate with experience - range between \$17.50-22.00

Job Types: Temporary, Full-time

Salary: \$17.50 - \$22.00 per hour

Schedule:

- 8-hour shift
- Monday to Friday

Education:

- Bachelor's (Preferred)

Experience:

- Case Management: 2 years (Preferred)

License/Certification:

- Driver's License (Preferred)

Work Location:

- Multiple locations

This Job Is:

- Open to applicants under 18 years old, provided it is legally allowed for the job and location

Company's website:

- www.ccfcenter.org

Company's Facebook page:

- <https://www.facebook.com/CCFCenter95>

Work Remotely:

- No

COVID-19 Precaution(s):

- Personal protective equipment provided or required
- Temperature screenings

- Social distancing guidelines in place
- Virtual meetings
- Sanitizing, disinfecting, or cleaning procedures in place

Work Location: Multiple locations