

JOB DESCRIPTION

Position Title: Case Manager

Supervisor: Regional Supervisor

Position Status: Non-Exempt

Position Summary Description:

Under the direction of the Regional Supervisor:

The Case Manager markets services to clients and employers and conducts outreach and recruitment;

Conducts initial assessment, screens and refers customers to appropriate internal or external resources;

Conducts in-house in-depth assessment (including appropriate test administration) and interpretation and develops individual service plans;

Delivers workshops on life coping skills and other in-house training curriculum;

Conducts job search workshops and other job development and placement activities;

Records and tracks client information and maintains ongoing contact with clients to monitor progress. Conducts job follow-up activities and provide interaction services necessary to ensure long term placement;

Develops and maintains ongoing working relationship with participating employers.

Key Functions: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employment Standards:

EDUCATION/EXPERIENCE: Bachelor's degree from four-year college or university; or two to four years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, technical procedures, or governmental regulations; Ability to write reports, business correspondence, and procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

OTHER SKILLS AND ABILITIES: Ability to communicate effectively — (oral and written) and in listening; ability to establish rapport and work effectively with a wide variety of individuals from a variety of backgrounds; ability to keep organized and clear-headed in situations where there is a great fluctuation in the amount of activity; ability to meet deadlines; ability to be positive and to seek positive and realistic possibilities and to encourage customers in this direction, despite perceived barriers. Be prompt and conscientious about appearance at meetings, appointments and training sessions.

Respect for participants - acceptance of wide range of clients — appreciation of different views, and mindful of limitations of own role and viewpoint; capacity to foresee training problems and address them in a preventive manner; sensitivity to pace, flow and time in training; keep in mind the best interest of client(s); know and adhere to confidentiality/ethical standards of the agency.

Working knowledge of all agency programs including Workforce Investment Act, rules and regulations; Federal and State employment labor laws; minimum state and federal wage laws; Considerable knowledge of county and community resources; Considerable knowledge of private sector needs and labor/job market resources and General knowledge of the full range of employment programs available and of employers within the county service area.

Knowledge of programmatic paperwork requirements and deadlines; Knowledge of program services sufficient to answer inquiries and to provide orientation/information; Familiarity with office machines and the use of a variety of computer software.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to operate office equipment, i.e., telephone, typewriter, computer, calculator, etc. The employee is occasionally required to stand, walk and sit.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.