



POSITION: Bilingual Case Manager
REPORTS TO: Sr. Program Manager
POSITION SUPERVISED: None
FLSA STATUS: Non-Exempt

Background

Founded in 1976, Towards Employment is a non-profit leader in providing innovative solutions to move people out of poverty and into quality jobs. Towards Employment (TE) has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 58 and a \$6.2 million annual budget and is growing. Towards Employment offers a continuum of support to low-income individuals preparing to enter the workforce or looking to advance from low-wage employment while also fulfilling the staffing needs of local employers.

Summary

Provide comprehensive case management services for both English and Spanish speaking Program. The program participants as they navigate their career pathway working in partnership with team members to orient and assess participant readiness for programming, identifying strengths and challenges to achieving goals.

Work closely with other program staff to monitor progress, and coordinate referral support. This position will also work with external partners (such as literacy, behavioral health and housing providers) to ensure that services are coordinated and participants are able to fully engage in career pathway services.

ESSENTIAL FUNCTIONS

- Provide case management services including but not limited to Individual Opportunity Plan (IOP) development, referral for supportive services, outreach and connection to community resources to address barriers to employment and life management challenges.
- Assist with the facilitation of orientations, individual or group.
- Conduct individual assessments; tool may vary based on program. Determine eligibility based on contractual funder requirement in accordance with established criteria.
- Develop and maintain positive relationships with others, including training partners, program participants, probation/parole officers and other collaborating partner staff.
- Provide information and referral to community resources to help participants address their employment and life management barriers that could affect ability to achieve career goal.
- Assess participants' training readiness and make recommendations documenting any concerns or potential barriers.
- Work closely with other team members, communicating regularly, attending training and team meetings, etc.

Job Readiness Support

- Work closely with trainer, career coaches and Staffing Specialist to communicate existing barriers and barrier resolution plans for each workshop participant as need.



- Work with the Career Coach to ensure Personal Career Map (PCM) is finalized before workshop completion.

Retention and Follow-up

- Provide case management for participants at specified intervals to assist in the continued prevention and elimination of barriers to successful employment/advancement.
- Continue to provide information and referral access to community resources to help participants address identified barriers which may hinder successful employment.

Record Maintenance & Quality Assurance

- Maintain accurate participant files and records (hard back & electronic) according to program guidelines.
- Enter all data in electronic case management system with 48 hours of service delivery –
- Attend trainings and team meetings, etc., as requested and required by Sr. Manager.
- Other duties as assigned.

REQUIREMENTS

- Social work or other relevant degree or equivalent combination of training and experience preferred;
- Prefer candidate have at least 4 years' experience as case manager in workforce program setting;
- Excellent verbal and written communications skills required in both English and Spanish
- Bilingual and able to read, write and speak Spanish proficiently
- Previous experience working with youth-population and programming preferred.
- Experience working with diverse populations, particularly reentry and young adults with economic disadvantages
- Strong organizational, time management and problem solving skills
- Solid team player
- Experience with data entry and proficiency with computers including Microsoft Office Suite: Word, Excel, Power Point, Publisher, Outlook, and Internet, and electronic data base systems.
- Demonstrated understanding of community resources and how to access them
- Ability to work independently, be flexible and dependable, and demonstrate initiative and creativity

COMPETENCIES REQUIRED:

- **Relationship Building** - Builds and maintains effective relationships with all stakeholders, including internal staff and external organizations that can impact Towards Employment's success and future. Outstanding ability to effectively communicate plans and desired outcomes.
- **Flexibility** – Able to be flexible in the face of changing circumstances or plans. Willingness to engage comfortably through change.
- **Communications Champion** - Outstanding ability to effectively communicate with others, internally and externally; seeks clarification as needed to ensure expectations are clear and work product is on point.
- **Confidentiality and Discretion** – Ensures a high level of discretion at all times, on all matters.



Towards Employment

- ***Social Justice and Racial Equity Advocate*** – Passionate about promoting racial equity and inclusion at personal, organizational and systems levels; Understands the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.

WORK ENVIRONMENT

- Work is performed in an office setting including remote and virtual.
- Some local travel required.

PHYSICAL DEMANDS

- Must be able to remain in a stationary position 75%.