



## **JOB DESCRIPTION**

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| <b>Program:</b>              | Young Adult Services – Out of School Youth (OSY) |
| <b>Position:</b>             | OSY Case Manager                                 |
| <b>Reports To:</b>           | Manager, YA Case Management Services             |
| <b>Positions Supervised:</b> | None   |

### **ESSENTIAL DUTIES**

Provides case management and support to the participants of Out of School Youth (OSY) career pathway program. This includes assessment, individual plan preparation and updates, assistance in removing barriers to employment, career exploration and navigation to appropriate services. Work closely with other program staff to ensure that pre-employment barriers are removed and to facilitate the job matching, education, training, retention, and advancement.

### **RESPONSIBILITIES**

- To provide individualized case management
- In collaboration with team members, provide an extensive assessment of each participant, including career goals and employment readiness.
- To develop with the participant a service strategy which includes a goal plan/individual opportunity plan.
- To maintain accurate participant files and records according to program guidelines
- Provide assistance and referral to resources for barrier removal.
- Provide and process supportive service requests and associated documentation.
- Monitor participant progress during career readiness program according to the established procedures.

### **Individual Case Management**

- Conduct case management discussion and assessment with assigned participants to assess career readiness, strengths and skills, interest, and barriers to be addressed. Determine if candidate for First Step or direct engagement into career readiness workshop. Individual success plan developed to include goals and next steps.
- Develop positive relationships with program participants.
- Provide information and referral, accessing community resources to help participants address their barriers.
- Provide case management preventing and eliminating barriers related to work/life balance, time management, substance use/relapse, criminal activity, and transportation/clothing/housing issues.
- Ensure proper assessment documentation for performance measurement and contract compliance are in each file.
- Provide at a minimum, weekly contact throughout the workshop phase of career readiness; work with Career Coach to ensure continued contact until employment is stabilized for six months.
- Work closely with other team members, communicating regularly with assigned career coach, attending training and team meetings, etc.

### **Career Readiness Support**

- Work closely with trainer and Employment Specialist to communicate existing barriers and barrier resolution plans for each workshop participant as needed.
- Work with the Career Coach to ensure 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 according to program guidelines.
- Using internal database and other record keeping tools, input all case notes and service requests within 48 hours of service delivery.
- Other duties as assigned.

## **QUALIFICATIONS**

- Bachelor's degree in social work or relevant degree or equivalent through combination of experience and education
- Minimum 3 years' experience in similar field/position.
- Knowledge and experience working with adults with barriers to employment; experience with adults who have been involved with the criminal justice system preferred.
- Excellent relationship building and customer service skills to keep participants engaged in program services.
- Demonstrated understanding of community resources and how to access them.
- Excellent written and verbal communication skills.
- Strong organizational, time management and problem-solving skills.
- Experience with data entry and strong attention to detail.
- Ability to work independently, be flexible and dependable, and demonstrate initiative and creativity.
- Willingness to travel between facilities and Towards Employment to coordinate services for participants and attend relevant meetings.
- Strong presentation skills with both small and large groups.
- Must have proficiency with computers including Microsoft Office Products: Word, Power Point, Outlook, and Internet.
- Commitment to Towards Employment mission and core values.

## **WORK ENVIRONMENT**

- Work is performed in an office setting. Some travel required.

## **PHYSICAL DEMANDS**

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

## **Competencies**

Success in this position also requires:

- Continuous Improvement – Committed to learning, development, assessment, and measurement to continuously improve.
- Coaching Capacity – Ability to provide guidance and to support the advancement of others.
- Team Builder – Leads others through collaboration, influence, and managerial strength.



- Social Justice Advocate – Passionate about promoting racial equity and inclusion at personal, organizational and systems level.
- Growth Mindset – Embraces a culture of continuous learning and a can-do attitude, readily adapts to change, is intellectually curious and a critical thinker.

3/2023