



Towards Employment

## Position Description

<b>PROGRAM:</b>	Community and Reentry/Industry Partnership
<b>POSITION:</b>	Case Manager
<b>REPORTS TO:</b>	First Step Manager
<b>POSITION SUPERVISED:</b>	None
<b>FLSA STATUS:</b>	Non-Exempt

**WHO WE ARE:** Towards Employment, founded in 1976, is a national leader in workforce development. We connect people to careers which changes people's lives, advances businesses, and strengthens community in Northeast Ohio. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff.

**WHY WORK WITH US:** We foster an inclusive and supportive culture that empowers our team of professionals to grow and develop while advancing our mission. At Towards Employment we value critical thinking, intellectual curiosity, open communication, and collaboration. We embrace diverse perspectives, have a collective passion for the work we do and a curiosity to find new and better solutions. As a staff, we work towards achieving our organizational vision as an equitable workforce system where racial income gaps have been eliminated and everyone, especially those most affected by systemic racism, has access to family-sustaining wages and quality jobs.

**CAREER OPPORTUNITY SUMMARY:** Provide comprehensive case management services for the adult reentry and community, and Industry Partnerships programs for 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 and follow up 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.
- Case management task help support Industry Partnerships during peak screening and enrollment periods based on programmatic and workshop schedule.

### Career Readiness Support

- Work closely with Facilitators, Career Coaches and Employment Specialist to communicate existing barriers and barrier resolution plans for each workshop participant as need.
- Work with the Career Coach to ensure Individual Success Plan (ISP) 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 First Step Manager and or 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
- Bilingual in English and Spanish a plus (read, write and speak proficiently).
- Previous experience working with adult community and reentry 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

### WORK ENVIRONMENT

- Work is performed in an office setting.
- Travel between agency worksites required.

### 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.
- **Growth Mindset** – Embraces a culture of continuous learning and a can-do attitude, readily adapts to change, is intellectually curious and a critical thinker.
- **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.

### EMPLOYEE BENEFITS

Towards Employment offers competitive benefits including employer subsidized medical, prescription drug, vision, and dental insurance; matching traditional and Roth 401k; life and disability insurance. Voluntary benefits include HSA and FSA savings accounts, accident, critical illness and hospital indemnity insurance and dependent life insurance. Also, employees receive paid vacation, 10 sick/wellness days, 3 personal days plus 13 paid holidays annually.