



Towards Employment

Job Posting

Job Posting: Case Manager, Department of Labor - Cleveland Lorain Early Advancement to Employment (CLEAR)

Organization: Towards Employment

Location: Cleveland, OH

Position Schedule: Full-time; Monday-Friday 8:00-4:30pm

Salary Range & FLSA Status: Nonexempt, \$40,000-44,000

About Towards Employment

Founded in 1976, Towards Employment (TE) is a non-profit leader in providing innovative solutions to move people out of poverty, into quality jobs and along a career pathway. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 74 and an \$8 million annual budget. 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.

TE offers a competitive benefits package, including employer-subsidized medical, prescription, vision, and dental insurance; matching traditional and Roth 401(k); and company-provided life and disability insurance. Employees can also opt for voluntary benefits like HSA/FSA savings accounts, accident, critical illness, hospital indemnity, and dependent life insurance. Additional perks include paid vacation, 10 sick days, 13 paid holidays, and time off between Christmas Eve and New Year's Eve.

Job Summary

The Case Manager, reporting to the Lead of Case Management Services, plays a crucial role in supporting participants through both pre- and post-release phases. Key responsibilities include conducting orientations, assessments, and assisting participants in setting career goals. The Case Manager collaborates closely with the workshop facilitator, employment specialist, and other program staff to monitor participant progress, support job search efforts, and address barriers to employment. Additionally, the Case Manager coordinates the transition from pre- to post-release, ensuring seamless communication and collaboration with partners in correctional facilities and the community.

Essential Job Functions

The performance of the duties outlined below must be carried out within the mission of Towards Employment; We Champion the potential of every person to succeed in a rewarding career, while working to create an equitable and inclusive workforce for tomorrow.

- Provide individualized case management on a bi-weekly basis throughout programming, pre and post release. Develop individualized strategies including individual service plans. Address workshop challenges. Meet one-on-one with participants to develop their Reentry Plan.
- Lead participants both individually and in groups through career exploration using the Ohio Career Information System. Assess participants job readiness, pre and post release, and make recommendations documenting any concerns or potential barriers. Provide information and referral to community resources to help participants address their employment and life management barriers that could affect their Career Map.

- Work closely with team members, communicating regularly with reentry services team members, attending training and team meetings, etc.
- Monitor participant progress pre and post release. Maintain accurate participant files and records according to program guidelines.
- Provide backup as requested or needed for other case management team members. Assist with the facilitation of orientations, individual or group, and assessments as needed and assigned.
- Develop and maintain a positive relationship with program participants, jail staff and probation/parole officers. Liaison with partner agency to support recruitment efforts.
- Input all case notes and service requests within 48 hours of service delivery. All data must be input in the Commence database by the second working day of each month.
- Other duties as assigned by Lead, Case Management Services or Senior Manager.

Minimum Requirements

- Minimum of a bachelor's degree in social work or related field; or equivalent combination of education and experience with justice impacted population.
- Experience with data entry, strong attention to detail.
- Understanding of community resources and how to access them.
- Commitment to Towards Employment's mission and core values.
- Must be comfortable working in a correctional facility a minimum of 50% of the time.
- Must be able to travel independently between Cuyahoga County and Lorain to coordinate services for participants and attend relevant meetings.

Knowledge, Skills, Abilities & Competencies

- Able to work independently, be flexible and dependable, and demonstrate initiative and creativity.
- Proficient with Microsoft Office Products: Word, Excel, Power Point, Publisher, Outlook, and Internet.
- Knowledge and experience working with adults with barriers to employment; particular experience with low income, hard to employ individuals.
- Excellent relationship building and customer service skills to keep participants engaged in services.
- Good written and verbal communication skills.
- Strong organizational, time management and problem-solving skills.

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 coaching.
- ***Social Justice Advocate*** – Passionate about promoting racial equity and inclusion at personal, organizational and systems level.