



## Towards Employment

**Position:** Case Manager, PACE - Reentry  
**Reports To:** Program Manager, PACE  
**Supervises:** None

### About Us

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 has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 50+ and a \$5.0+ million annual budget – and we are 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. For more information on the organization, please visit [www.towardsemployment.org](http://www.towardsemployment.org).

### Overview

TE is seeking a case manager to work with adults and or young adults involved with the criminal justice system both pre and post release. Reentry case management services will be provided throughout program participation including but not limited to: career readiness training (pre or post release), job search activities, career planning, supportive services, community referrals, retention and legal assistance.

### Summary

This position provides participants individualized case management throughout programming as they navigate through the PACE program. This involves working in partnership with community partners to engage participants, assess their readiness for programming using validated assessment tools, identifying strengths and challenges to achieving goals and developing Individualized Career Plans (ICPs) that include steps to build on strengths and address challenges. This position will work with the PACE team to monitor participant progress, coordinate referral support, and assist with placement into technical skills training with training partners. As part of the PACE team comprised of case managers, trainers, career coaches, staffing specialists, and data specialists, and other providers (such as literacy, behavioral health and housing providers) this position will ensure that services are coordinated and participants are able to fully engage in training and job search, and to obtain and maintain employment.

### Key Areas of Responsibility

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

## **Essential Functions**

### **Individual Case Management**

- Provide case management services including but not limited to 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; utilize validated tools and help formulate the overall ICP
- Assess participants' job readiness, pre and post release, and make recommendations documenting any concerns or potential barriers
- Provide information and referrals to community resources to help participants address their employment and life management barriers that could affect their ability to achieve their career goal
- Provide case management preventing and eliminating barriers related to work/life balance, time management, substance use/relapse, criminal activity, and transportation/clothing/housing issues
- Provide, at a minimum, weekly contact throughout the workshop phase of career readiness; work with the Career Coach to ensure continued contact until employment is stabilized for six months
- Develop and maintain positive relationships with program participants, team members, training partners, probation/parole officers, and other collaborating partner staff
- Meet at least bi-weekly with participants to gauge progress against individual career plans
- Work with the Program Data Specialist to ensure proper documentation for performance measurement and contract compliance are contained in each hard and electronic case file
- Work closely with other team members, communicating regularly with reentry services team members, attending training and team meetings, etc.

### **Job Readiness Support**

- Work closely with trainer and staffing specialist to communicate existing barriers and barrier resolution plans for each current workshop participant
- Work closely with career coach to ensure the participant has completed employment goal portion of their Career Map, and aid as participant progresses through the program

### **Retention and Follow Up**

- In consultation with the Career Coach, provide retention case management for participants at specified intervals to assist in the continued prevention and elimination of barriers related to work/life balance, time management, substance use/relapse, criminal activity, schooling, and transportation/clothing/housing issues.
- Continue to provide information and referral access to community resources to help participants address identified barriers which may hinder successful employment

### **Data Entry and Other Duties**

- Input all case notes and service requests within 48 hours of service delivery.
- All data must be in database by the second working day of each month.
- Duties as assigned by Program Manager or Director of Programs

### **Qualifications**

Success in this position typically requires:

- Minimum of a Bachelor's Degree in Social work or relevant bachelor's degree, or equivalent through combination of experience and education

- Prefer candidate have at least 3 years' experience as case manager in workforce program setting; ORAS trained and certified preferred
- Previous experience working with diverse populations, particularly individuals with criminal background
- Demonstrated case management skills/experience
- Knowledge of challenges faced by 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
- Demonstrated understanding of community resources and how to access them
- Ability to work independently, be flexible and dependable, and demonstrate initiative and creativity
- Must have proficiency with computers, including Microsoft Office; must be proficient in use of databases
- Commitment to program and agency mission and values

### **WORK ENVIRONMENT**

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

### **PHYSICAL DEMANDS**

- Must be able to remain in a stationary position 50%.
- Must be able to travel independently between work sites 50%.