**JOB DESCRIPTION**

**Position:** Case Manager-Support, **Youth Services**

**Reports to**: Manager, Young Adult Resource Center (YRC)

**Positions Supervised:** None

**FLSA: Non-exempt**

**OVERVIEW**: 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. 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. 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 - 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.

**POSITION OVERVIEW:** One of x case managers on the WIOA funded Young Adult Resource Center (YRC) case management team for young adult programming, this Case Manager will have a mixed portfolio of traditional case management and administrative and data support responsibilities, with an estimated 60% focus on administrative support and data input and quality assurance, and 40% focus on working with young adults when they initially engage with the YRC. This will include scheduling for assessments and completing CCMEP assessments for assigned young adults. This is an in-person position located in the Young Adult Resource Center (YRC) at OhioMeansJobs|Cleveland-Cuyahoga (OMJ/CC), 1910 Carnegie Avenue, Garden Level, Cleveland, Ohio 44115.

**PRIMARY RESPONSIBILITIES:** To provide case management and administrative support to the WIOA young adult program and associated staff under CCMEP service delivery model.

Case Management and Support

* Act as first point of contact for incoming youth for intake and scheduling purposes; will receive new visitors, initiate intake paperwork and schedule intake with Case Management team.
* Assist YRC program staff with processing intake and eligibility paperwork to help ensure all required paperwork is submitted in a timely manner.
* Receive incoming Cuyahoga County Jobs and Family Services (JFS) referrals, review current ARIES cases, and follow up with county JFS staff as necessary and process referrals for Coordinated Case Management Employment Program (CCMEP) intake process.
* Enter initial intake into TE database (Commence) and review the Ohio Works Case Management System (ARIES) for case history.
* Assist with weekly and monthly reporting – ensuring data input is complete and information accurate to help ensure submitted in required timeframe
* Use of customer focused approach to develop and maintain professional rapport with YRC staff, partner organizations and OMJ/CC staff.
* Complete Comprehensive Case Management and Employment Program (CCMEP) assessment for assigned caseload of young adults and develop Individualized Opportunity Plan (IOP) or goal plan that address barriers to employment and coordinate agency and external services. Share assessment results with team members to assist in overall development of a service strategy with the participant and to be incorporated into the IOP as necessary

Data and File Management

* Assist staff with electronic data input as required for reporting purposes in two data systems – Commence (TE data system), ARIES (state data system)
* Identify file deficiencies and relay to the program staff. Provide follow up to ensure files are brought into compliance
* Work in coordination with Youth Manager and Data team to maintain up to date knowledge of Commence requirements and specific contract reporting data.
* Create electronic and/or hard files to ensure compliance with contracted requirements.
* Monitor and maintain up to date electronic and/or hard case files; Identify deficiencies and relay to supervisor and provide follow up to ensure files are compliant.
* Actively participate on the Data Functional Team, contributing to achievement of work plan goals, complete related data assignments in a timely manner.
* Perform all other duties as assigned or requested by supervisor

**REQUIREMENTS FOR SUCCESS**

* Associates or relevant degree, or equivalent combination of experience and education.
* Knowledge and experience working with diverse populations, young adults with barriers to employment
* Understanding and experience with case management preferred. Excellent relationship building and customer service skills to keep participants engaged in program services.
* At least three years’ experience with data entry and proficiency with computers including Microsoft Office Products: Word, Excel, Power Point, Outlook, and Internet.
* Verifiable work experience with data base systems is required (ARIES experience a plus).
* Strong written and verbal communication skills, organizational, time management and problem-solving skills are necessary.
* Ability to work independently as well as a strong team player who is flexible, dependable, and demonstrates initiative and creativity.
* Commitment to Towards Employment mission and values.

**COMPETENCIES:**

Success in this position also requires:

* ***Detail Orientation –*** Prioritizes the importance of accuracy in all matters; ability to review work and identify errors; values high quality work product and responsiveness.
* ***Relationship Building*** - Ability to work effectively and collegially with people with a diverse cultural, socioeconomic, racial and educational backgrounds; ability to understand and bridge relationships between constituents and stakeholders, internally and externally.
* ***Confidentiality and Discretion*** – Ensures a high level of discretion at all times, on all matters.
* ***Communications Champion -*** Outstanding ability to communicate effectively with others, internally and externally; seeks clarification as needed to ensure expectations are clear and work product is on point.
* ***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 days plus 13 paid holidays annually

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