# *Reports to Director of Workforce Development*

# **Overview**

The Case Manager is responsible for providing case management and career navigation to students enrolled in English as a Second Language and GED classes. This position will help students with basic resources and referrals and helping people with the next steps.

**Major Responsibilities**

* Work with students to create goals and strategies to eliminate employment barriers
* Provide resources and referrals to students
* Weekly check-ins with students for progress, goals setting and follow-up
* Assist students with career navigation and identifying job training and certification programs
* Provide financial coaching to students around budgeting, debt reduction, credit scores and money management
* Provide resources and referrals as needed
* Collect paperwork and submit requests for supportive services such as transportation assistance, rent, utilities, training, uniforms, and other financial assistance as needed
* Assist students with job search, resumes and interviewing skills
* Provide job leads and assist students with employment search
* Network with all types of community stakeholders (i.e. public libraries, community centers, community based organizations, workforce solutions, probation departments, college admissions, human service organizations) to recruit students and food pantry clients
* Provide monthly information sessions to interested students
* Data-enter services in agency database and foundation database

**Qualifications / Skills**

* Bachelor’s degree in Social Work preferred or other human services degrees
* Bi-lingual English/Spanish
* 3 years case management experience with Bachelor’s degree, 1 year experience with Master’s degree
* Ability to work independently and on a team
* Intermediate computer skills and experience using a virtual meeting platform such as Zoom or Microsoft Teams

*This job description in no way states or implies that these are the only duties to be performed by this employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.*