

**Wilkinson Center
Case Manager
Job Description**

Overview

Reporting to the Associate Director of Client Services, the Case Manager provides emergency and social services, case management and financial coaching to students at adult education locations.

Major Responsibilities

- Interview clients to assess their situations, strengths, and problems to help them to determine what services are required to meet their needs.
- Assist students in adult educational classes to overcome barriers that prevent them from obtaining a higher level of education.
- Provide linkage and referrals to internal and external community resources for services such as job placement, legal assistance, medical treatment, mental health/substance abuse treatment, housing, childcare, government assistance programs, and financial assistance.
- Provide individual financial coaching to students that are receiving integrated services or other students that request the services.
- Coordinate social services activities with resource providers.
- Provide students with linkage to financial aid resources to pay for the official GED examination or community college classes.
- Follow confidentiality procedures and ensure the clients sign appropriate releases.
- Assess clients' eligibility for financial assistance.
- Work collaboratively with Instructors to improve retention rates of students.
- Enter accurate client information into database in a timely manner.
- Contact community agencies to recruit speakers to talk to students about resources.
- Participate in monthly adult education orientations.
- Attend program, staff and financial assistance meetings.
- Assist individuals in determining which educational program(s) best meet their need.
- Assist students with the development of their individualized Plan for Self-sufficiency.
- Follow-up on clients' progress for up to 12 months.

Qualifications /skills

- Years of Experience: 2+ years' experience working with diverse populations. Ability to work collaboratively with a team and individually.
- Education: Bachelor of Social Work or Human Service field.
- Degree or formal training: Bachelor of Social Work preferred.
- Bilingual in Spanish and English required

Salary and Hours

This is a full-time position of 40 hours per week and includes benefits such as medical and access to a retirement. Salary is \$45,000 per year.

**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.*

Each staff member at Wilkinson Center contributes to an inclusive work environment. We value differences in people and promote practices that support diversity, inclusion, and cultural sensitivity. The clients we serve, and our team represent many different backgrounds.