

# Integrated Services Case Manager

*Reports to Program Director*

## **Overview**

The Case Manager is responsible for the delivery of integrated services to adult education students. Integrated services are income support, educational and job readiness, and financial capability. Workdays are Monday – Friday, 40 hours per week and one evening per week to provide services to students enrolled in evening classes.

## **Major Responsibilities**

- Provide career navigation and workforce readiness activities to clients.
- Screen clients for additional supportive services.
- Work with high school equivalency students to help them transition to post-secondary education.
- Teach financial literacy classes to adult education students.
- Provide 1:1 financial coaching to adult education students.
- Work with clients to create goals and strategies to eliminate barriers.
- Provide benefits screening for students/clients.
- Assist with adult education orientations.
- 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.
- Track clients' services, goals, barriers, and program outcomes in agency's database.
- Maintain and update resources of information on careers and employment opportunities

## **Qualifications / Skills**

- Bachelor's degree in Social Work preferred or a related degree
- Experience working with clients with learning disabilities, mental health and/or multiple barriers
- Experience working in self-sufficiency programs
- Intermediate to advanced computer skills
- Ability to work with multiple programs to meet performance outcomes

*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.*