

Integrated Services Case Manager

Reports to Program Director

Overview

The Case Manager is responsible for the delivery of integrated services to adult education students and food pantry clients. Integrated services are income support, educational and job readiness, and financial capability.

Major Responsibilities

- Provide case management services in accordance with NASW's standard 5, which lead to self-sufficiency.
- Teach job seekers career development techniques such as job search, application strategies, resume writing, and interview skills.
- Provide job readiness and customer service training to adult education students.
- Provide job search and readiness classes to clients at the food pantry.
- Teach financial literacy classes to adult education students.
- Provide 1:1 financial coaching to adult education and food pantry clients.
- Work with clients to create goals and strategies to eliminate barriers.
- Provide job search assistance to food pantry clients.
- Provide benefits screening for students/clients.
- Assist with monthly 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.
- Data-enter and track clients' services, goals, barriers and program outcomes.
- Maintain and update resources of information on careers and employment opportunities

Qualifications / Skills

- Bachelor's degree preferred or working toward degree in a related field
- 2 years' experience working in adult education programs
- Ability to establish priorities with employees, job duties and to meet deadlines.
- Innovative thinker
- Knowledgeable in a variety of process improvement methods used to improve programs

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.