
JOB OPENING

Job Title: CASE MANAGER
Department: Operations
Reports To: Program Manager - YouthBuild
Classification: Non-Exempt
Location: Bridgeport, CT

SUMMARY

YouthBuild Bridgeport is a pre-apprentice vocational training program which includes, academic support, leadership development opportunities, case management, and graduate services.

Case Managers must successfully, in collaboration with participant, staff, partner agencies, and provider agencies provide case coordination to assigned participants with multiple barriers to employment utilizing career assessment, planning and related activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Prepare and maintain records and case files, including documentation such as clients' personal and eligibility information, services provided, narratives of client contacts, and relevant correspondence.
2. Schedule appointments and maintain and update appointment calendars.
3. Develop a mutually agreed upon individualized Employment Plan & Service Plans to identify the participants' short- term and long- term objectives. Update plan as needed and monitor their progress.
4. Identify and initiate appropriate referrals that will strengthen the participants' potential for job placement and /or post-secondary school acceptance.
5. Provide information or refer individuals to public or private agencies or community services for assistance.
6. Maintain close contact with clients during job training and placements to resolve problems and evaluate placement adequacy.
7. Monitor and record clients' progress to ensure that goals and objectives are met.
8. Develop and maintain a database of participant activities with appropriate documents and required paperwork, i.e. forms, case notes, work experience and volunteer opportunities.
9. Submit reports and review reports or problems with superior.
10. Accumulate program data for regular internal and external reporting, and program evaluation, as needed.
11. Represent the workplace on committees and task forces while connecting/referring and

coordinating the proper outreach and case management services needed for participants.

SUPERVISORY RESPONSIBILITIES

Responsible for own work and not required to direct or supervise other personnel, but may occasionally instruct or show another employee how to perform the work.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of training, counseling, and/or case management
- Ability to work with and support a diverse customer base
- Ability to motivate clients and establish a support professional relationship with participants
- Commitment to assisting low income and disadvantaged individuals in overcoming barriers to achievement and success in their personal and work lives
- Excellent verbal, presentation and written communication skills

EDUCATION and/or EXPERIENCE

Bachelor's degree or equivalent from a four-year college in Human Services, Education or Business Management and/or three years of related experience and/or training; or equivalent combination of education and experience.

COMPUTER SKILLS

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word, Excel, PowerPoint, and Access as well as data management systems.

OTHER SKILLS AND ABILITIES

The ability to read, speak and/or interpret Spanish is desired.

CERTIFICATES, LICENSES, REGISTRATIONS

Preference given for training in Professional Accredited Resume Writer (PARW)

To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, Program Assistant, National Initiatives

lkelman@workplace.org