



JOB OPENING

Job Title: YOUTH WORKS CASE MANAGER
Department: Operations
Reports To: Lead Youth Works Case Manager
Classification: Non-Exempt
Location: New Bedford Career Center

SUMMARY

Youth Works Case Manager must successfully, in collaboration with partner agencies, provide case coordination to assigned youth with multiple barriers to employment utilizing career assessment, planning and related activities. The Youth Case Manager will also be charged with recruiting youth and referring to training vendors. This position is also required to place youth in competitive unsubsidized employment.

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

1. Recruit/screen/select eligible participants within the designated service area by presenting program information in both individual and group settings.
2. Prepare and maintain records and case files, including documentation such as participants' personal and eligibility information, services provided, narratives of client contacts, and relevant correspondence.
3. Schedule appointments and maintain and update appointment calendars.
4. Develop a mutually agreed upon Individualized Employment Plan to identify the youth's short- term and long- term objectives, update plan as needed and monitor participant progress.

5. Identify and initiate appropriate referrals that will strengthen the youths' potential for job placement and /or post-secondary school acceptance.
6. Provide information or refer individuals to public or private agencies or community services for assistance.
7. Maintain close contact with participants during job training and placements to resolve problems and evaluate placement adequacy.
8. Participate in job development and placement programs, contacting prospective employers, placing participants in jobs, and evaluating the success of placements
9. Monitor and record participants' progress to ensure that goals and objectives are met.
10. Develop and maintain a database of participant activities with appropriate documents and required paperwork i.e. forms, case notes, work experience and volunteer opportunities.
11. Submit reports and review reports or problems with Youth Services Manager.
12. Accumulates program data for regular internal and external reporting, and program evaluation, as needed.
13. Interpret federal and state laws and regulations as appropriate.
14. Represent the workplace on committees and tasks forces while connecting/referring and coordinating the proper outreach and case management services needed for participants.

SUPERVISORY RESPONSIBILITIES

Responsible for own work and not normally 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 participants and establish a support professional relationship with participants
- Commitment to assisting low income and disadvantages 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 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, as well as data management systems.

OTHER SKILLS AND ABILITIES

Multilingual preferred

CERTIFICATES, LICENSES, REGISTRATIONS

Preference given for a background in Professional Accredited Resume Writer (PARW).

To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, HR Specialist

lkelman@workplace.org