



**California
Human Development**

Creating opportunities for people to rise above barriers in their pursuit of better lives.

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| PROGRAM/DEPARTMENT: Community Services Division LOCATION: St Helena | CHD is committed to implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment selection and placement of all personnel. CHD is an Equal Opportunity Employer | |
| JOB DESCRIPTION TITLE: Case Manager/Outreach | POSITION STATUS: Regular Part Time | FLSA STAUS: Non Exempt |
| SALARY: Grade 6 | Program Hours: 8-16 hours a week 7am – 11am, 2-4 days a week Mon - Sat | |

PROGRAM DESCRIPTION: The CHD Day Labor Centers provide a safe and respectful exchange for both employers and temporary day laborers. Case management at the center allows staff to ensure a multitude of services through CHD and referrals to other resources available to the whole family.

SUMMARY: To perform the essential functions of the Case Manager and assist the Program Coordinator with the overall daily operation of the center. This position provides outreach, employment referrals, and emergency services to day laborers in CHD’s service area.

ESSENTIAL RESPONSIBILITIES AND DUTIES: Under the supervision of the Day Labor Center Coordinator, the Case Manager will perform the following duties:

- A. Interview participants and perform intake for case management and complete assessment of needs. Continue to maintain case notes and follow up with both client and any outside agency from referral. Assessment includes areas such as; skills, job experience, education, aptitude, interest and barriers to employment; evaluates client needs for supportive services and makes referrals to other CHD programs or appropriate agency. Determine needs for additional family and referral if necessary.
- B. Understand and interpret contract rules, regulations and requirements for program outcomes and reporting criteria. Establishes goals with participants related to contract outcomes. Encourages and motivates client participation in appropriate programs.
- C. Assist with the activities for the Day Labor Center and its programs in accordance with contract requirements and all applicable regulations.
- D. Maintain proper documentation and participant files for services provided including eligibility forms and case management.
- E. May conduct program orientations, workshops, and classroom training sessions in other employability areas, such as, job search and job skills; may assist participants developing resumes and preparing for interviews. Prepares and implements parenting classes.

- F. Maintain appropriate client confidentiality with respect to services rendered and a client complaint system to both document and appropriately resolve client complaints.
- G. Assist with translation and completion of documents for participants as necessary.
- H. May contact participants by telephone and/or in person by office call or home call to evaluate progress and determine follow-up action if needed; counsels participants on areas of concern and resolves problems; contacts participants who fail to complete the program to determine reasons, effect a return to the program or provide referrals to other agencies.
- I. Provides vocational, career and self-sufficiency counseling, with continuous case management. As a member of the team, modifies goals as needed; evaluates client progress to determine follow-up action. If needed; continues to assist participants with personal and social issues affecting employability; handles cases with difficult need assessments or significant barriers to employment; may refer participants to other agency or supervisor for intensive counseling.
- J. Prepares and submits narrative reports on caseload parameters and program activities; enters and retrieves data on an automated computer system; maintains appropriate records utilizing computerized and manual databases; may attend meetings and in-service training programs; may participate in special projects.
- K. Provides emergency food and blanket distribution when necessary.
- L. Completes forms as needed.
- M. Represents CHD with other community partners and organizations.
- N. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

LANGUAGE SKILLS:

- A. Ability to read, analyzes, and interprets general service contracts or governmental regulations in English and Spanish.
- B. Ability to read and speak Spanish.
- C. Work and communicate effectively with a wide variety of individuals and groups in English and Spanish both orally and in writing. Bi-lingual Spanish -English

MATHEMATICAL SKILLS:

- A) Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.
- B) Ability to compute rate, ratio and percent.

REASONING ABILITY:

- A) Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B) Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C) Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- D) Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E) Ability to use effective judgment in crisis situations.
- F) Ability to solve problems and resolve conflicts effectively.
- G) Should be one of caring and concern for other employees and clients served.

- H) Should build lasting relationships with both, giving them confidence in your skills and ability.
- I) Ability to maintain own psychological well-being.
- J) Ability to recognize and manage personal bias.

OTHER SKILLS/ABILITIES:

- A. Knowledge of local community resources available for farmworkers and their families.
- B. Techniques for gathering information on and utilizing resources.
- C. Effective assessment techniques for both adult and youth participants.
- D. Knowledge of local educational systems and employment opportunities for the local area.
- E. Familiar with barriers facing farmworkers and their dependants regarding education and employment.
- F. Intermediate knowledge of MS Office.
- G. Facilitate workshops and conduct public presentations.
- H. Identify implement and coordinate educational, self-enrichment, employment training, and financial resources.
- I. Follow-through on activities and responsibilities in a prompt and punctual manner.
- J. Work evenings and/or weekends when necessary.

SUPERVISORY RESPONSIBILITIES:

NONE

WORKING CONDITIONS:

A) PHYSICAL DEMANDS:

This position requires:

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| Frequently: | Sitting, Seeing, Hearing, Speaking, Sitting, |
| Occasionally: | Standing, Walking, and Twisting |
| Seldom: | Bend, Stooping, Pushing/Pulling, Carrying, and Reaching |

B) WORK ENVIRONMENT:

The work environment is representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate. May have exposure to hazardous materials/conditions.

QUALIFICATIONS:

EDUCATION: High School Diploma or GED

EXPERIENCE: One year experience performing vocational guidance, employment counseling, case management and/or placement services; or a BA in a related field

CERTIFICATES, LICENSES, REGISTRATIONS:

- A valid California driver's license
- Proof of insurance on personal vehicle
- Recent satisfactory printout from the Department of Motor Vehicles is required

ACCEPTANCE AND CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of this job as outlined above.

Case Manager/Outreach

Employee's Signature & Date

Supervisor's Signature & Date