



**California  
Human Development**

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

<p><b>PROGRAM/DEPARTMENT</b> Farmworker Services/Workforce Development Division</p> <p><b>LOCATION: Lakeport</b></p>	<p>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.</p> <p>CHD is an Equal Opportunity Employer.</p>
<p><b>JOB DESCRIPTION TITLE:</b> Senior Case Manager</p>	<p><b>POSITION STATUS:</b> Regular Full-time      <b>FLSA STATUS:</b> Exempt</p>
<p><b>SALARY:</b> Grade 9</p>	<p><b>PROGRAM HOURS:</b> 8:00 A.M. – 5:00 P.M., Monday through Friday</p>

**CORPORATION DESCRIPTION:**

California Human Development (CHD) is a private, non-profit, human service agency that provides a wide range of programs and services throughout Northern California.

**DIVISION DESCRIPTION:**

CHD’s Farmworker Services/Workforce Development Division (FWS-WDD) receives funds from multiple sources (Federal, State, Local, and Private). These programs are designed to prepare adult and youth migrant and seasonal Farmworkers and other disadvantaged, unemployed and underemployed individuals for full participation in the labor force. Services include all **Workforce Innovation Opportunity Act (WIOA)** Basic Career Services & Individualized Career Services , Counseling, education, job training, Work Experience, Vocational Training, On-the-Job Training (OJT), Job Development, Job Placement, Emergency Support Services and Vocational English Language classes.

The results from completing the training include increased self-sufficiency, higher occupation skills and increased education which lead to satisfying careers, job security and prosperous lives.

**SUMMARY:**

This is a service position in an employment and training program under the WIOA targeted to Migrant and Seasonal Farmworkers and other disadvantaged individuals and job seekers.

**ESSENTIAL RESPONSIBILITIES AND DUTIES:**

Under the supervision of the Regional Coordinator, the Senior Case Manager will perform the essential responsibilities and duties including:

- A. Assess potential clients recruited to participate in various employment and training programs geared to assist low income, disadvantaged individuals who are or may be unemployed, underemployed or dislocated.
- B. Ensure Performance is met according to local area office plans for all programs implemented.
- C. Coordinate with Employment Development Department (EDD) and other appropriate agencies to determine eligibility of the clients, and to complete paperwork required of all new clients in

the various programs including: National Farmworker Jobs Program (NFJP), Valley Fire and Drought.

- D. Maintain files related to the clients in the program and the activities they are enrolled in, and prepare monthly reports based on these files.
- E. Develop Individual Employment Plans (IEP) with the participants that outline in detail the barriers and needs as well as the services and training directly related to the areas Labor Market Industry to be provided under the programs.
- F. Refer participants to needed social services, and coordinate with other agencies and programs so that needed supportive services are available to the participants.
- G. Relate CHD program information to potential candidates. Perform social services and motivate farm worker and other individuals to become independent through education and training. Coordinate work flow to the Sacramento Administration Office including documentation from training facilities, supportive services, etc.
- H. Develop and maintain contact with employers, employer organization agencies and other WIOA programs.
- I. Create a network of employers who will potentially hire program participants. Promote and market services provided to employers to encourage greater participation from employers.
- J. Solicit unsubsidized jobs from these employers based on the skills and abilities of individual participants ensuring that job development services are provided for all participants.
- K. Negotiate specific -OJT agreements with the employer.
- L. Instruct participants to use effective job searching techniques and meet employer expectations, empower and support clients during all phases of job search including at pre and post placement activities.
- M. Follow up on all placements into unsubsidized employment to document information and track clients work status and provide additional support as needed to ensure continued employment.
- N. Coordinate with other Farmworker services program staff to meet program goals and create a cooperative working environment.
- O. Select and use appropriate methods and techniques for recruiting and job developing.
- P. Coordinate with other organizations with similar goals to exchange ideas and offer services.
- Q. Report accordingly about office performance and office goals/task assignments to Program Director and Deputy Director. Other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

### **LANGUAGE**

- A. Communicate effectively verbally and in writing with individuals and groups, including occasional public speaking.
- B. Conduct effective public relations.
- C. Read, analyze, and interpret general services contracts or governmental regulations in English.
- D. English/Spanish fluency required.

### **MATHEMATICAL SKILLS:**

- A. Use arithmetic skills normally applied in this position.
- B. Compute rates, ratios, and percentages.
- C. Create and interpret presentation charts and graphs.

### **REASONING SKILLS:**

- A. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B. Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C. Interpret a variety of instructions furnished in written, oral, diagram or schedule form.

- D. Maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E. Solve problems and resolve conflicts effectively.
- F. Possess a dedicated interest in serving disadvantaged people. Possess a caring attitude towards fellow employees and clients served.
- G. Inspire motivate and lead individuals.
- H. Maintain own psychological well-being.
- I. Recognize and manage personal bias.

**SUPERVISORY RESPONSIBILITIES:**

1-2 years' experience supervising staff is required.

**QUALIFICATIONS:**

**EDUCATION:**

**AA College degree in related field or equivalent.**

**EXPERIENCE:**

**Demonstrated strong interpersonal and communication skills and be able to be responsive and persuasive with diverse populations and employers.**

**2 years' experience in a support role or equivalent.**

**Experience working with low income and diverse populations.**

**Intermediate skill level in Microsoft Office.**

**WORKING CONDITIONS:**

**A) PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This position requires:

Frequently: Sitting, Walking, Seeing, Hearing, Speaking,  
Standing, Carrying

Occasionally: Stooping, Lift up to 40 lbs, Squatting, Kneeling,  
Bending, Pushing/Pulling

Seldom: Climbing, Twisting

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**B) WORK ENVIRONMENT:**

This is a fast paced environment and the noise level is usually moderate.

May have exposure to hazardous conditions/materials.

**CERTIFICATES, LICENSES:**

- Valid California Driver's license.
- Proof of insurance on personal vehicle.
- Recent satisfactory California DMV printout of driving record.

**ACCEPTANCE AND CERTIFICATION:**

