



**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> Case Manager</p>	<p><b>POSITION STATUS:</b> Regular Full-time      <b>FLSA STATUS:</b> Non-Exempt</p>
<p><b>SALARY:</b> Grade 6</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 under-employed individuals for full participation in the labor force. Services include all WIOA Career Services (Basic, Individualized & Training), Counseling, education, job training, Work Experience, Vocational Training, On the Job Training, 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:**

The Case Manager is responsible for the day to day operations in compliance with all governing educational requirements and funding sources. This is a service position in an employment and training program under the Workforce Innovation Opportunity Act (WIOA). Duties will include such tasks as: outreach, recruitment, case management, data entry and determining clients eligibility.

**ESSENTIAL FUNCTIONS:**

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

- A. Recruit clients for the program by maintaining close contacts with Farmworker & other Communities within CHD's service area. This will include explaining the goals and objectives of CHD programs to potential clients and local agencies.
- B. Outreach to those disadvantaged communities that may be eligible for program services implemented under the FWS-WDD division.
- C. Interview potential clients for the program by obtaining basic information to complete the intake application.
- D. Coordinate with WIOA partners, such as, the Employment Development Department (EDD) and others agencies to determine eligibility for clients and co-case management.
- E. Maintain client files and prepare monthly reports.
- F. Adhere to monthly and quarterly enrollment and placement goals.
- G. Develop individual employment plans with clients that outline in detail the barriers, needs, services and training to be provided.
- H. Create an educational network with school districts, colleges, vocational schools, and Regional Occupational Programs (ROP) to facilitate the effective flow of our clients to those institutions.
- I. Refer clients to other partnering agencies for Supportive Services that they may qualify for not offered under the FWS/WFDD.
- J. Organize monthly Farmworker meetings and Public Hearings.
- K. Relate CHD programs information to potential clients, motivate all disadvantaged and low income individuals to become independent through education and training.
- L. Develop and maintain contact with employers, employer organization agencies, and other Workforce Innovation Opportunity Act (WIOA) programs. Create a network of employers who will potentially hire program clients. Promote and market services provided to employers to encourage greater participation. Solicit unsubsidized jobs from these employers based on the skills and abilities of individual clients, ensuring that job development services are provided.
- M. Negotiate On-the-Job Training (OJT) agreements, Work Experience Agreements, Training Scholarships and other MOU's with the employers and schools.
- N. Encourage clients to use effective job searching techniques and meet employer expectations, empower and support clients during all phases of job search including during pre and post-employment activities.
- O. Follow up on all client placements, track client work status and give any additional support, as needed, to ensure continued employment.
- P. Communicate with others to meet program goals and to create a cooperative working environment.
- Q. Use appropriate methods for recruitment and job development.
- R. Network with other organizations to exchange ideas and offer services.
- S. Case Managers will be required to travel within the assigned county boundaries, be flexible and able to accommodate outreach activities and networking.

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

### LANGUAGE SKILLS:

- 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. Bilingual English/Spanish required.

### MATHEMATICAL SKILLS:

- A. Use arithmetic skills normally applied in this position.
- B. Rates, ratios, and percentages, and to draw and interpret presentation charts.

### REASONING Skills:

- A. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- C. Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- D. Interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- E. Maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- F. Solve problems and resolve conflicts effectively.
- G. Maintain own psychological well-being.
- H. Recognize and manage personal bias.

## **SUPERVISORY RESPONSIBILITIES:**

None

## **QUALIFICATIONS:**

### EDUCATION:

- A. High School Diploma or GED or equivalent

### EXPERIENCE:

- A. Demonstrate strong interpersonal and communication skills with the ability to be responsive and persuasive with Farmworkers and employers.
- B. Two years' experience in case management or equivalent.
- C. Use personal computers, including Internet, e-mail, Microsoft Office and be able to utilized data entry systems and such.
- D. Experience working with low income and diverse populations.

## **OTHER REQUIREMENTS:**

- A. Able to attend approved training as needed.
- B. Ability to work some evenings and weekends.
- C. Perform other related duties as assigned.

**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: Seeing, Hearing, Speaking, Standing, Carrying, Sitting, Walking  
Occasionally: Stooping, Lifting 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 automobile.
- DMV printout of driving record.

**ACCEPTANCE AND CERTIFICATION:**

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

\_\_\_\_\_  
Employee's Signature      Date

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Supervisor's Signature      Date