



**California
Human Development**

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

<p>PROGRAM/DEPARTMENT Farmworker Services/Workforce Development Division San Joaquin Youth</p> <p>LOCATION: Lodi Worknet</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>JOB DESCRIPTION TITLE: Youth Senior Case Manager</p>	<p>POSITION STATUS: Regular Full-time FLSA STATUS: Exempt</p>
<p>SALARY: Grade 9</p>	<p>PROGRAM HOURS: 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)** Career Services, Basic, Individualized & Training; , 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:

The Senior Case Manager - Youth, serves as the lead for the unit and is responsible for the overall performance of the assigned youth program including successful recruitment, assessment, development of individual service strategies, referrals and coordination of necessary services for youth participants as well as active participation in the planning of youth service activities and reporting of overall performance.

The Senior Case Manager - Youth will supervise at least one youth program staff and will be responsible for a case load of up to 30 in-school or out of school youth (between the ages of 16-18 years old at enrollment). This job requires a high degree of positive contact with many people including the participants themselves, tutors, mentors, educational professionals, social service

representatives, employers and business representatives and other service providers. The Senior Case Manager - Youth reports directly to the Farmworker Services Regional Coordinator, receives limited supervision within a framework of standard policies and procedures and participates in the local area management team.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

Under limited supervision of the Regional Coordinator, the Senior Case Manager - Youth will perform the following duties:

- A. Be responsible for case managing up to 30 youth, by conducting individual assessments, developing individual plans and setting appropriate academic/employment goals for participants based on academic and personal enrichment needs.
- B. Evaluate and modify the individual plans with the stakeholders (participants, parents, school officials, employers, tutors and social services representatives, etc.) formalize and implement the individual plans.
- C. Responsible for recruiting, determining eligibility and enrolling 30 youth into the CHD WorkStart Youth Program. Identify and utilize resources (schools, community members, employers/business representatives and/or other service providers) that can provide a wide variety of desired services to participants including alternative education, occupational skills training, self-enrichment and employment training programs.
- D. Identify financial aid and/or scholarship programs for program participants.
- E. Establishes and maintains relationships with participants, their families, school staff and social service representatives.
- F. Establishes and maintains relationships with educational and business professionals and other service providers which involve visiting various schools, worksites and attending community meetings.
- G. Coordinates and refers participants to services provided by other organizations and social service agencies as appropriate.
- H. Maintains current and accurate program and participants' files.
- I. Reports monthly on program activities and generates other reports as necessary.
- J. Schedules and coordinates leadership seminars/workshops for participants and makes public presentations as necessary.
- K. Evaluates and makes recommendations on program needs and changes required to make improvements.
- L. Represents and/or advocates for and with clients in obtaining benefits services, and entitlements from governmental and private agencies and organizations.
- M. Plan, coordinate, and when needed, drive youth to field trips or other events in vans rented by CHD.
- A. Train, guide, coach, assist, and supervise a team of case manager(s)/coordinators and support staff working in the assigned area of responsibility.
- B. Develop staff skills to meet program requirements and deadlines.
- C. Create and submit program reports as requested.
- D. Respond to Central Farmworker Program Administration office requests.
- N. Attend management/supervisory meetings as requested.
- O. Performs other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

LANGUAGE SKILLS:

- A. Work and communicate effectively with a wide variety of individuals and groups in English and Spanish both orally and in writing.
- B. Write business correspondence memorandums, reports, plans and procedures.
- C. Facilitate workshops and conduct public presentations.
- D. Effective assessment techniques for youth.

MATHEMATICAL SKILLS:

- A. Ability to use arithmetic skills normally applied in this position.
- B. Ability to compute rates, ratios, and percentages.
- C. Create and interpret presentation charts.

REASONING ABILITY:

- A. Establish and maintain productive relationships with participants, employers, management, and professionals from CHD and external agencies and schools as well as with the general public.
- B. Solve problems and resolve conflicts effectively.
- C. Lead and motivate people.
- D. Maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E. Use effective judgment in crisis situations.
- F. Work with computer database programs.
- G. Identify, implement and coordinate educational, self-enrichment, employment training, and financial resources.
- H. Follow-through on activities and responsibilities in a prompt and punctual manner.

OTHER SKILLS:

- A. Knowledge of barriers facing low income youth regarding education and employment.
- B. Basic computer programs (i.e., Microsoft Word and Excel, Internet, Outlook).
- C. Work evenings and/or weekends when necessary.
- D. Maintain good attendance and punctuality.

SUPERVISORY RESPONSIBILITIES:

- A. **Supervise employee(s).**
- B. **Is responsible for the overall direction, coordination, and evaluation of these units.**
- C. **Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.**
- D. **Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.**

QUALIFICATIONS:

EDUCATION: High School Diploma or GED, BA highly desirable

EXPERIENCE:

- A. Sufficient education and/or experience in performing duties that would demonstrate knowledge and abilities listed. Typically two years experience and/or education in the related field of social services.
- B. Experience in working directly with youth.
- C. Experience dealing with community agencies, non-profit and for-profit agencies and members of the business community
- D. Experience identifying and utilizing resources.

WORK CONDITIONS:

PHYSICAL DEMANDS:

This position requires:

Frequently:	Sitting, Walking, Seeing, Hearing, Speaking, Standing, Bending, Lift up to 25 lbs, Carrying, Pushing/Pulling
Occasionally:	Stooping, Lift up to 40 lbs, Squatting, Kneeling
Seldom:	Climbing, Twisting

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

WORK ENVIRONMENT:

The work environment represents typical conditions that 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.

CERTIFICATES, LICENSES, ETC.:

- A. A Valid California Driver’s License.
- B. Proof of insurance on personal automobile.
- C. Satisfactory DMV printout of driving record.
- D. Requires, for staff working with youth, a fingerprint clearance from the U.S. Department of Justice as well as a TB test.

ACCEPTANCE and CERTIFICATION:

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

Employee's Signature

Date

Supervisor's Signature

Date