



**California
Human Development**

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

PROGRAM/DEPARTMENT Farmworker Services Program LOCATION:	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: Senior Case Manager	POSITION STATUS: Regular Full-time FLSA STATUS: Exempt
SALARY: Grade 9	PROGRAM HOURS: 8:00 A.M. – 5:00 P.M., Monday through Friday

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 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: This is a service position in an employment and training program under the WIA (Workforce Investment Act) targeted to Migrant and Seasonal Farmworkers. The Senior Case Manager is the lead position in the assigned area and serves as the office manager.

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

- A. Recruit clients for the program by maintaining close contacts with farm worker communities in the county and with other communities that are the target of the program. This will include explaining the goals and objectives of the program to potential NFJP clients and local agencies.
- B. Interview potential NFJP clients for the program so that basic information concerning the client can be completed through the Intake application form.
- C. Coordinate with EDD and other appropriate agencies to determine eligibility of the clients, and to complete paperwork required of all new clients in NFJP.

- D. Maintain files related to the clients in the program and the activities they are enrolled in, and to prepare monthly reports based on these files.
- E. Refer participants to needed social services, and coordinates with other agencies and programs so that needed supportive services are available to the participants.
- F. Relate CHD programs to potential candidates. Performs social services and motivates farm workers to become independent through education by taking intakes of applicants, coordinates work flow to the central office, training in vocational facilities, supportive services, etc.
- G. Develop and maintains contacts with employers, employer organization agencies with labor market information and other WIA programs.
- H. Prepare strategic plan to outreach to farm workers with short range goals to meet funding objectives.
- I. Solicit unsubsidized jobs from these employers based on the needs of individual participants so that placement opportunities are available for all the participants.
- J. Negotiate specific on the job training agreements with the employer.
- K. Promote teamwork by working with the clients to teach job searching techniques, empower and support clients during all phases of job search including pre and post placement activities.
- L. Follow up on all placements into unsubsidized employment to document information and track clients work status.
- M. Coordinate with other Farm Worker services program staff.
- N. Selects appropriate methods and techniques for recruiting.
- O. Coordinate with other organizations with similar goals to interchange ideas and to offer services.
- P. Develop Individual Service Strategy Plans for the participants that outline in detail the services and training to be provided under the program.
- Q. Train, guide, coach, assist, and supervise a team of case manager(s) and support staff working in the assigned area of responsibility.
- R. Develop staff skills to meet program requirements and deadlines.
- S. Create and submit office and program reports as requested.
- T. Respond to Central Farmworker Program office requests.
- U. Attend management/supervisory meetings as requested.
- V. Actively participate in the safety program and provide meaningful suggestions for working safely
- W. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

LANGUAGE

- A. Ability to communicate effectively verbally and in writing with individuals and groups, including occasional public speaking.
- B. Ability to conduct effective public relations.
- C. Ability to read, analyze, and interpret general services contracts or governmental regulations in English.
- D. Spanish-speaking ability desirable.

MATHEMATICAL SKILLS:

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

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 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. Ability and desire to inspire motivate and lead individuals.
- H. Ability to maintain own psychological well-being.
- I. Ability to recognize and manage personal bias.

SUPERVISORY RESPONSIBILITIES:

- A. Supervises one or more 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, GED or equivalent, some college and/or AA desirable.

EXPERIENCE:

- A. Demonstrate strong interpersonal and communication skills with the ability to be responsive and persuasive with farm workers.
- B. Two years' experience in a support role or equivalent
- C. Experience working with low income, youth and diverse populations.

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.

