



**California
Human Development**

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

PROGRAM/DEPARTMENT: LOCATION: Galt, CA	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: Youth Case Manager (Bilingual-Spanish/English)	POSITION STATUS: Regular Full-Time	FLSA STATUS: Non-Exempt
SALARY: Grade 6	PROGRAM HOURS: Varies	

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

SUMMARY:

The purpose of the Youth Case Manager position is to recruit, certify and enroll qualified youth under the Workforce Investment Act guidelines and oversee the progress of the youth who are receiving educational, employment, and personal-development services from CHD and other agencies within the targeted County. The Youth Case Manager will assess, develop, implement, monitor, and modify individual plans to identify, refer and coordinate necessary services for youth participants. The position provides a variety of assessment and support services to enhance the educational and personal development skills of participants. The employee in this position will work out of the local CHD Office; however, assessments and services may be provided in various locations (i.e., schools, homes, community centers, etc). The Youth Case Manager will be responsible for overseeing a caseload of 30 non-or limited English speaking (Spanish/English) and/or special-needs participants; therefore, he/she must be bilingual (Spanish/English). 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. Follow-up services are provided to youth for a twelve month period after they are exited from the program. The Youth Case Manager reports directly to the Senior Case Manager

and/or Center Manager and receives limited supervision within a framework of standard policies and procedures and is responsible for the supervision of the youth participants.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

Under limited supervision of the Worknet Manager, the Youth Case Manager will perform the following duties:

- A. Be responsible for case managing 30-50 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 30-50 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 school 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.
- N. Actively participate in the safety program and provide meaningful suggestions for working safely
- O. Performs other duties as assigned.

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:

None

QUALIFICATIONS:

EDUCATION: High School Diploma or GED, College Education Preferred, 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:

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|---------------|--|
| 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. 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 CHD, 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