



CALIFORNIA HUMAN DEVELOPMENT

CREATING OPPORTUNITIES TO END POVERTY

California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: Senior Case Manager

DEPARTMENT/DIVISION: Farmworker Services & Workforce Development

REPORTS TO: Regional Manager

FLSA STATUS: Non-Exempt

LOCATION: Napa

REVISED DATE: 12/23/2020

Summary Description: The Senior Case Manager is the lead position at the local level, implementing Farmworker Services programs (WIOA 167, DW Ag, DW Energy).

DUTIES AND RESPONSIBILITIES:

Under the supervision of the Regional Manager, the Senior Case Manager will perform the following duties:

- Oversee a caseload of non or limited English-speaking (Spanish/English) and/or special needs participants; therefore, the employee must be bilingual (Spanish/English).
- Recruit clients for programs by maintaining close contacts with farmworker communities in the county and with other communities that are the target of the program. This will include explaining the goals and objectives of programs to potential clients and local agencies.
- Coordinate with EDD and other appropriate agencies to determine eligibility of the clients and to complete paperwork as required.
- 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.
- Coordinate referrals for participants to needed social services with other agencies and programs and coordinate co-enrollments with other funding sources.
- Relate CHD programs to potential candidates. Performs social services and motivates farm workers to become independent through education by taking intakes of applicants, coordinates workflow to the central office, training in vocational facilities, supportive services, etc.
- Develop and maintain contacts with employers, employer organization agencies with labor market information and other WIOA programs.
- Prepare strategic plan to outreach to farmworkers with short-range goals to meet funding objectives.
- Solicit unsubsidized jobs from these employers based on the needs of individual participants so that placement opportunities are available for all the participants.
- Negotiate specific on the job training agreements with employer.
- 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.

- Follow-up on all placements into unsubsidized employment to document information and track clients work status.
- Coordinate with other Farmworker Services program staff.
- Develop Individual Service Strategy Plans for the participants that outline in detail the services and training to be provided under the program.
- Coordinate outreach participation in different events in the community.
- Actively participate in the safety program and provide meaningful suggestions for working safely.
- Other duties as assigned.

Admin Duties

- Prepare requests for office and Janitorial supplies.
- Respond to Central Farmworker Program office requests.
- May be responsible for petty cash and may prepare reconciliation and submit receipts on a monthly basis.
- Develop staff skills to meet program requirements and deadlines.
- Attend management/supervisory meetings as requested.

Other Activities

- Once per year, aid in the planning for the Dia Del Campesino/Binational Health Week, including providing assignments to staff, submitting requests for sponsorship, preparing and managing budget of event, coordinating activities the day of the event, preparing marketing materials, coordinating outreach activities with staff, supervising the completion of the assignment to staff.

Required Skills and Abilities

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards of directors.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to proficiently navigate the following:
 - Microsoft Office (Word, Excel, Outlook, etc.)
 - Type 45+ words per minute
 - Navigate the Internet
 - Social media platforms

Education and/or Experience

- Bachelor's degree (B. A.) from four-year college or university, preferred.
- Associate's degree (A.A) and/or High School Diploma or GED, plus equivalent experience.

- One to two years related experience and/or training.
- Equivalent combination of education and experience.

Certificates, Licenses, Registrations

- First Aid and CPR.
- Must possess a valid California drivers' license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle.

Physical Requirements

Regularly: Use hands to finger, handle, or feel; Reach with hands and arms

Frequently: Stand, walk, sit; climb or balance, stoop, kneel, crouch, or crawl

Occasionally: Lift up to 10 pounds

Vision: Close vision (clear vision at 20 inches or less)

Work Environment

Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, and management. Employment at CHD is **at-will**. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Reviewed by Human Resources: _____ Date: _____