



# CALIFORNIA HUMAN DEVELOPMENT

## CREATING OPPORTUNITIES TO END POVERTY

### California Human Development Job Description

**EMPLOYEE NAME:**

**JOB TITLE:**

Case Manager, Day Labor Center

**DIVISION/DEPARTMENT:**

Community Services

**REPORTS TO:**

Division Director, Community Services

**FLSA STATUS:**

Non-exempt

**LOCATION:**

Fulton Day Labor Center/Ortiz Plaza

**REVISED DATE:**

01/30/2023

**Summary Description:** To perform the essential functions of the Case Manager and assist the Program Coordinator with the overall daily operation of the center including assisting employers and laborers connect on employment. This position coordinates and implements services to clients with both direct services and in collaboration with other service providers. Will also provide employment referrals, and emergency services to the day laborers in CHD's service area. This position also coordinates service delivery at Ortiz Plaza.

**DUTIES AND RESPONSIBILITIES:**

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

- Interview participants and perform intake and assessment of areas such as; skills, job experience, education, aptitude, interest and barriers to employment; evaluates client needs for supportive services and makes referrals to other CHD programs or appropriate agency. Determine needs for additional family and referral if necessary. Continue to maintain case notes and follow up with both client and any outside agency from referral.
- Provide excellent service matching employers with workers. Determine scope of work from employer and use the worker list to match workers to the employer, including setting wages.
- Understand and interpret contract rules, regulations and requirements for program outcomes and reporting criteria. Establishes goals with participants related to contract outcomes. Encourages and motivates client participation in the appropriate program or training/ workshop.
- Assist with the activities for the Day Labor Center and its programs in accordance with contract requirements and all applicable regulations.
- Maintain proper documentation and participant files for services provided including eligibility forms and case management.
- Maintain appropriate client confidentiality with respect to services rendered and a client complaint system to both document and appropriately resolve client complaints.
- May conduct program orientations, workshops, and classroom training sessions in other employability areas, such as, job search and job skills; may assist participants developing resumes and preparing for interviews. Prepares and implements work and safety workshops.
- Assist with translation and completion of documents for participants as necessary.
- May contact participants by telephone and/or in person by office call or home call to evaluate progress and determine follow-up action if needed; counsels participants on areas of concern and

resolves problems; contacts participants who fail to complete the program to determine reasons, effect a return to the program or provide referrals to other agencies.

- Provides vocational, career and self-sufficiency counseling, with continuous case management. As a member of the team, modifies goals as needed; evaluates client progress to determine follow-up action. If needed; continues to assist participants with personal and social issues affecting employability; handles cases with difficult need assessments or significant barriers to employment; may refer participants to other agency or supervisor for intensive counseling.
- Prepares and submits narrative reports on caseload parameters and program activities; enters and retrieves data on an automated computer system; maintains appropriate records utilizing computerized and manual databases; may attend meetings and in-service training programs; may participate in special projects.
- Provides emergency food and blanket distribution when necessary.
- Completes forms as needed.
- Represents CHD with other community partners and organizations.
- Other duties as assigned.

### **Supervisory Responsibilities**

None

### **Required Skills and Abilities**

- Ability to read, analyze, and interpret general service contracts or governmental regulations in English and Spanish.
- Ability to read and speak Spanish.
- Work and communicate effectively with a wide variety of individuals and groups in English and Spanish both orally and in writing. Bi-lingual Spanish – English
- Ability to solve mathematical problems as required by the position.
- Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- Ability to use effective judgment in crisis situations.
- Ability to solve problems and resolve conflicts effectively.
- Ability to build lasting relationships with both, giving them confidence in your skills and ability.
- Ability to recognize and manage personal bias.
- Knowledge of local community resources available for farmworkers and their families.
- Techniques for gathering information and utilizing resources.
- Effective assessment techniques for both adult and youth participants.
- Knowledge of local educational systems and employment opportunities for the local area.
- Familiar with barriers facing farmworkers and their dependents regarding education and employment.
- Ability to effectively utilize Microsoft Office 365 suite; Word, Excel, Outlook, and Teams.
- Facilitate workshops and conduct public presentations.
- Identify implement and coordinate educational, self-enrichment, employment training, and financial resources.
- Follow-through on activities and responsibilities in a prompt and punctual manner.
- Work evenings and/or weekends when necessary.

### **Education and/or Experience**

- High School Diploma or GED required

- One year performing vocational guidance, employment counseling, case management and/or placement services or BA in related field.

**Certificates, Licenses, Registrations**

- 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: Sitting, walking, manual dexterity

Frequently: Lifting/carrying up to 30 lbs.

Occasionally: Stooping, lifting/carrying up to 40 lbs., squatting, kneeling, bending, pushing/pulling

Seldom: Climbing, twisting

Vision: No special vision requirements

**Work Environment**

- The work environment is representative of those 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/conditions.

*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, management and stakeholders. 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: \_\_\_\_\_