



CALIFORNIA HUMAN DEVELOPMENT

CREATING OPPORTUNITIES TO END POVERTY

California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: USDA Case Manager, Floater

DEPARTMENT/DIVISION: Farmworker Services

REPORTS TO: Senior Case Manager

FLSA STATUS: Non-Exempt

LOCATION: Various

REVISED DATE: 12/22/2022

Summary Description: The USDA Case Manager is temporary position that will be responsible for registering eligible individuals into the USDA system so they can receive their one-time COVID-19 relief funds as well as to screen for possible entrance into the various WIOA Programs implemented under the Farmworker Services Division.

DUTIES AND RESPONSIBILITIES:

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

- Travel outside California Human Development regions in search of farmworker eligible for USDA relief fund.
- Perform phone screens for farmworker eligibility of USDA relief fund.
- Provide prompt, accurate, and courteous responses to clients over the phone.
- Have a clear understanding of the USDA System to assist individuals eligible to receive COVID-19 relief.
- Screen for potential clients for enrollment into the WIOA or other programs.
- Maintain client information for program reporting. Work with MIS staff to ensure program information is captured and tracked according to funding source requirements.
- Work with America's Job Centers and other partnering agencies.
- Aid in overseeing caseloads of non or limited English-speaking (Spanish/English) and/or special needs participants; therefore, the employee must be bilingual (Spanish/English).

Outreach and Community Engagement

- Travel outside usual CHD regions to perform outreach to those disadvantaged communities that may be eligible to programs implemented under the Farmworker Services Division.
- Recruit new clients based on regional office plans and achieve goals established for the program implemented under Farmworker Services Division.

- Coordinate and assist with the planning of CHD outreach events.
- Attend job fairs, health fairs and community outreach events to recruit for all CHD programs.
- Must travel within the county and regional boundaries to attend trainings and meetings outside the assigned county. Must be flexible and able to accommodate outreach activities and networking.
- Other duties as assigned.

Supervisory Responsibilities

None

Required Skills and Abilities

- Ability and willingness to drive long distances to perform outreach of clients for USDA relief program.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to deliver excellent customer service in a courteous and professional manner.
- Display active listening and superior customer service skills for clients of the organization.
- Ability to operate phone system effectively.
- Ability to work flexible hours (Monday – Friday, 8:00 am to 5:00 pm – may have to work early hours, late hours and/or some weekends) depending on the needs of the program.

Education and/or Experience

- Have understanding of community being served and their potential needs.
- Experience dealing with community agencies, non-profit and for-profit agencies and members of the business community preferred.
- Bilingual English/Spanish required.
- Experience identifying and utilizing resources.

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: 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: _____