



CALIFORNIA HUMAN DEVELOPMENT

CREATING OPPORTUNITIES TO END POVERTY

California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: USDA Case Manager
DEPARTMENT/DIVISION: Farmworker Services
REPORTS TO: Senior Case Manager
FLSA STATUS: Non-Exempt
LOCATION: Various
REVISED DATE: 12/06/2022

Summary Description: The USDA Case Manager is 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 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).
- 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 programs.
- Maintain client information for program reporting. Work with MIS staff to ensure program information is captured and tracked according to funding source requirements.

Case Management

- Refer clients to other agencies and programs for Supportive Services that are available to them.
- Work closely with those within the WIOA America's Job Centers in the service area and co-enroll participants with other funding sources.
- Assist with COVID relief funding requests.
- Collect required back up requested by funding source.
- Maintain client files according to procedures and respond to any MIS inquiries regarding case load.

Outreach and Community Engagement

- 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 to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- 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.

Education and/or Experience

- One-year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Six months to one-year related experience and/or training.
- Equivalent combination of education and experience.
- Experience dealing with community agencies, non-profit and for-profit agencies and members of the business community.
- 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: _____