



# CALIFORNIA HUMAN DEVELOPMENT

## CREATING OPPORTUNITIES TO END POVERTY

### California Human Development Job Description

**EMPLOYEE NAME:**

**JOB TITLE:** Case Manager

**DEPARTMENT/DIVISION:** Farmworker Services

**REPORTS TO:** Senior Case Manager

**FLSA STATUS:** Non-Exempt

**LOCATION:** Various

**REVISED DATE:** 02/23/2023

**SUMMARY DESCRIPTION:** The Case Manager is responsible for the day-to-day operations in compliance with all governing educational requirements and funding sources. This is a service position in an employment and training program under the Workforce Innovation Opportunity Act (WIOA). Duties will include outreach, recruitment, case management, initial assessment, following up with both clients and employers, job development, job placement, data entry and determining clients' eligibility. This job manages, organizes and updates cases keeping a record of everything pertaining to the client.

**DUTIES AND RESPONSIBILITIES:**

- Under the supervision of the Senior Case Manager, the 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).
- Interview potential clients for the programs by obtaining information to complete the intake application.
- Determinate eligibility for all the programs and collect documentation that support the eligibility determination.
- Complete data entry in case management system.
- Develop individual employment plans with clients that outline in detail the barriers, needs, services and training plan to match their career goals.
- Coordinate with Employment Development Department (EDD) and other agencies to determine eligibility of clients.
- Prepare intakes packages and upload them to Case management System and communicate to MIS for approval.

**Case Management**

- Create an educational network with school districts, colleges, vocational schools, and Regional Occupational Programs (ROP) to facilitate the effective flow of our clients to those institutions.

- Refer clients to other agencies and programs for Supportive Services that are available to them.
- Work closely with those within the WIOA American Job Centers in the service area and co-enroll participants with other funding sources.
- Prepare Support Services requests for participants in need, collect proper backup documentation for requests and submit electronically to MIS for approval.
- Once Support Service is approved communicate with client and collect proper back up after the disbursing of the payment and submit back up to MIS.
- Visit training providers or worksites (ASET, CRT, WEX) to monitor progress of participants.
- Complete Progress according to plan for participants enrolled in training activities and submit them to MIS on a monthly basis.
- Monitor attendance for participants in training and address attendance issues.
- Order, pick up and drop off safety gear equipment to work sites or ASET.
- Maintain client files according to procedures and respond to any MIS inquiries regarding case load.

### **Job Development**

- Develop and maintain contact with employers, employer organization agencies, and other Workforce Innovation Opportunity Act (WIOA) programs. Create a network of employers who will potentially hire program clients. Promote and market services provided to employers to encourage greater participation. Solicit unsubsidized jobs from these employers based on the skills and abilities of individual clients, ensuring that job development services are provided.
- Negotiate specific On-the-Job Training (OJT) agreements with the employers.
- Encourage clients to use effective job searching techniques and meet employer expectations, empower and support clients during all phases of job search including during pre- and post-employment activities.
- Responsible to complete job placement goals according to office plans for all the programs under Farmworker Services & Workforce Development.
- Facilitate Job Readiness workshops.
- Attend networking events with the Local Chambers of Commerce or Employer functions.
- Follow up on all client placements, track client work status and obtain employment verifications and give any additional support, as needed, to ensure continued employment.
- Submit Supplemental data and complete follow-ups in Case Management system for 1 year after exit of the program.

### **Outreach and Community Engagement**

- Outreach to those disadvantaged communities that may be eligible to programs implemented under the Farmworker Services & Workforce Development program.
- Recruit new participants based on office plans and achieve goals established for all the programs implemented under Farmworker Services & Workforce Development.
- 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.
- Travel within the county and regional boundaries to attend trainings and meetings outside the assigned county if necessary. Must be flexible and able to accommodate outreach activities and networking.
- Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

None

**EDUCATION, EXPERIENCE, SKILLS/ABILITIES:**

**Required:**

- High school diploma or GED required.
- Associate degree (A.A.) or equivalent from two-year college or technical school in related field, highly desirable.
- Minimum one year of related experience.
- Equivalent combination of education and experience.
- Ability to travel to various locations.
- Bilingual English/Spanish (verbal and written).
- Ability to read and comprehend instructions, correspondence, and memos.
- Ability to write effective professional communications, messages, and documents.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to apply necessary mathematics and solve mathematical problems as required by the position.
- Ability to apply common sense understanding to carry out instructions furnished in written and oral form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Must display proficiency in MS Word/Excel/Office and PowerPoint.

**Preferred:**

- Experience dealing with community agencies, non-profit and for-profit agencies and members of the business community.
- Experience identifying and utilizing resources.

**PHYSICAL REQUIREMENTS:**

Regularly: Sit; Talk or hear;

Occasionally: Stand; Walk; Manual dexterity; Reach with hands and arms; Stoop, kneel, crouch, or crawl;

Vision: Must have close and distance vision.

**Work Environment**

Noise level: Quiet (examples: library, private office)

*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: \_\_\_\_\_