



California
Human Development

California Human Development Job Description

EMPLOYEE NAME:**JOB TITLE:**

Case Manager, Day Labor Center (Part Time)

DIVISION/DEPARTMENT:

Community Services

REPORTS TO:

Program Manager, Day Labor Center

FLSA STATUS:

Non-Exempt

LOCATION:

Fulton Day Labor Center

REVISED DATE:

02/15/2024

SUMMARY DESCRIPTION: The Case Manager for the Day Labor Center assists in the overall daily operation of the Fulton Day Center including assisting employers and laborers connect on employment. This position coordinates and implements services to clients with direct services and with other service providers. The Case Manager for the Day Labor Center also provides employment referrals, and emergency services to the day laborers in CHD's service area.

DUTIES AND RESPONSIBILITIES:

Under the supervision of the Day Labor Center Program Manager, the Case Manager performs the following duties:

Case Management & Worker Placement

- Interviews participants to perform intake and assessment of areas such as; skills, job experience, education, aptitude, interest, and barriers to employment.
- Provides excellent service when matching employers with workers, determining the scope of work from employer, and using the worker list to match workers to the employer, including setting wages.
- Understands and interprets contract rules, regulations, and requirements for program outcomes and reporting criteria, establishing goals with participants related to contract outcomes.
- Maintains proper documentation and participant files for services provided, including eligibility forms and case management.
- Contacts participants by telephone and/or in person 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.
- 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.
 - Attends meetings and in-service training programs.
 - May participate in special projects.
- Evaluates client needs for supportive services and makes referrals to other CHD programs or appropriate agency.
- Determines needs for additional family and referral if necessary, continuing to maintain case notes and to follow up with both client and any outside agency from referral.

Workshops & Activities

- 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.
- Prepares, conducts, and implements program orientations, workshops, and classroom training sessions in other employability areas, such as, job search and job skills.
- Assists participants in developing resumes and preparing for interviews.
- Provides vocational, career and self-sufficiency counseling, with continuous case management, modifying goals as needed and evaluating client progress to determine follow-up action.
- 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 agencies or supervisors for intensive counseling.

Other Duties

- Maintains appropriate client confidentiality with respect to services rendered and a client complaint system to both document and appropriately resolve client complaints.
- Assists with translation and completion of documents for participants as necessary.
- Provides emergency food and blanket distribution when necessary.
- Completes forms as needed.
- Represents CHD with other community partners and organizations.
- Responsible for the daily operations of the center including, cleanliness, safety and security of the center to ensure the center and facilities are maintained as necessary to provide a safe and effective environment for employees, clients, volunteers and visitors.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

EDUCATION, EXPERIENCE, SKILLS/ABILITIES:

Required:

- High school diploma or GED.
- 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:

- Associate degree (A.A.) or equivalent from two-year college or technical school in related field.
- 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: 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: _____