



California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: Senior Case Manager
DEPARTMENT/DIVISION: Farmworker Services
REPORTS TO: Regional Manager
FLSA STATUS: Exempt or Non-Exempt
LOCATION: Various
REVISED DATE: 02/15/2024

Summary Description: The Senior Case Manager is the lead position implementing Farmworker Services (FWS) programs such as Workforce Innovation and Opportunity Act (WIOA) 167, DW Ag, and all programs implemented under the FWS umbrella in their service area, at the assigned area/location.

DUTIES AND RESPONSIBILITIES:

Under the supervision of the Regional Manager, the Senior Case Manager performs the following duties:

Case Management

- Oversees a caseload of job seekers with barriers to employment including non or limited English-speaking (Spanish/English) and/or special needs participants.
- Recruits clients for programs by maintaining close contacts with farmworker communities in the county and with other communities that are the target of the program. This will include explaining the goals and objectives of programs to potential clients and local agencies.
- Maintains electronic and physical files related to the clients in the program(s) and the activities they are enrolled in and to prepare monthly reports based on these files.
- Coordinates referrals for participants to needed wrap-around services with other agencies and programs and coordinates co-enrollments with other funding sources.
- Relates California Human Development (CHD) programs to potential candidates. Performs wrap-around services and motivates farmworkers to become independent through education by taking intakes of applicants, coordinates workflow to the FWS Administration Office, training in vocational facilities, supportive services, etc.
- Develops and maintains contacts with employers, employer organization agencies with labor market information and other WIOA and Non-WIOA programs.
- Prepares strategic plan to outreach to farmworkers with long and short-range goals to meet funding objectives and program performance.
- Negotiates specific job training agreements with employers.
- Solicit unsubsidized jobs from these employers based on the needs of individual participants so that placement opportunities are available for all the participants.
- Ensure knowledge of all program eligibility requirements to verify all eligibility criteria is collected.
- Promote teamwork by working with the clients to teach job searching techniques, empower and support clients during all phases of job search including pre- and post-placement activities.

- Follow-up on all placements and other required exits into unsubsidized employment to document information and track clients work status.
- Coordinate with other Farmworker Services program staff as appropriate.
- Coordinate outreach participation in different events in the community.
- Actively participate in the safety program and provide meaningful suggestions for working safely.
- Other duties as assigned.

Admin Duties

- Develop assessments, such as Individual Employment and Educational (IEP) Plans for the participants that outline in detail the services and training to be provided under the program.
- Prepare requests for all office functionality needs.
- Respond to FWS Administration office requests.
- May be responsible for petty cash and may prepare reconciliation and submit receipts on a monthly basis.
- Develop training to assist and improve staff skills to meet program requirements and deadlines.
- Attend management/supervisory meetings as requested.
- Travel to conferences as requested by supervisory staff.
- Review any required files, intakes, IEP's, support services, and contracts, such as Work Experience (WEX) and on-the-job training (OJTs) for all the programs according to regulations.

Supervisory Responsibilities

- Responsible for the overall direction, coordination, and evaluation of any employee supervised. Performs supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Interviewing, hiring, and training employee(s); planning, assigning, and directing work; appraising performance; rewarding and disciplining employee(s); addressing complaints and resolving problems.
- Train, guide, coach, assist, and coordinate supervision any WEX staff working in the assigned area of responsibility.
- Develop trainings to improve staff skills to meet program requirements and deadlines.
- Create and submit office and program reports as requested.
- Provide technical assistance to staff in the day-to-day work in CalJobs CMS, and other funding system.
- Respond to FWS Administration office requests.
- Coordinate nutritional distribution events including request of funding, client participation, staff involvement, and volunteer coordination.
- Attend management/supervisory meetings as requested.
- Actively participate in the safety program and provide meaningful suggestions for working safely.

Other Activities

- Aid in the planning program events that may take place throughout the year including providing assignments to staff, submitting requests for sponsorship, preparing and managing budget of event, coordinating activities the day of the event, preparing marketing materials, coordinating outreach activities with staff, supervising the completion of the assignment to staff.

Required Skills and Abilities

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.

- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards of directors.
- Ability to work with mathematical concepts.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to proficiently navigate the following:
 - Microsoft Office (Word, Excel, Outlook, etc.)
 - Type 45+ words per minute
 - Navigate the Internet
 - Social media platforms

Education and/or Experience

- Associate degree (A.A.) from two-year college or technical school in related field, required.
- Bachelors' Degree (B.A.) in related field, highly desirable.
- Minimum two years of related experience.
- Equivalent combination of education and experience.
- Supervisory experience, highly desirable.

Certificates, Licenses, Registrations

- First Aid and CPR.
- 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: Manual dexterity; 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: _____