



California
Human Development

California Human Development Job Description

JOB TITLE: Senior Case Manager
DEPARTMENT/DIVISION: Farmworker Services
REPORTS TO: Regional Manager
FLSA STATUS: Non-Exempt
LOCATION: Napa FWS
REVISED DATE: 11/06/2024

Summary Description: The Senior Case Manager is the lead position implementing the Farmworker Services Division (FWS) programs, such as, Workforce Innovation and Opportunity Act (WIOA) 167 National Farmworker Jobs Program (NFJP), Dislocated Agricultural Program, 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 participants with barriers to employment including non or limited English-speaking (Spanish/English) and/or other individuals with barriers.
- Recruits participants for programs by maintaining close contacts with farmworker communities in the region and with other communities that are the programs' target population. This will include explaining the goals and objectives of programs to potential participants and employers and local agencies.
- Maintains electronic and physical files related to the participants enrolled in the program(s) and the activities they are enrolled in and to prepare monthly reports based on these files.
- Coordinates referrals for participants who may need wrap-around services with other agencies and programs and coordinates with the mainline WIOA case manager to see if participants qualify for multiple program services. Co enrolling with other WIOA program services provides a broader range of service options to the participants that help with the success of their planned career pathways plus enables CHD and the other entities to serve more participants and expand their program budgets.
- Relays California Human Development (CHD) programs to potential job seekers. Performs wrap-around services and motivates farmworkers to become independent through education and training by performing eligibility services, completing intakes and required eligibility back up of applicants, coordinates workflow to the FWS Administration/MIS Department, 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 and performance measures required to verify all eligibility criteria are collected.

- Promote teamwork by working with the participants to teach job searching techniques, empower and support participants during all phases of job search including pre- and post-placement activities.
- Follow-up on all placements and other required exits for those participants enrolled in employment and training services.
- Coordinate on program services and activities with other Farmworker Services program staff as appropriate.
- Coordinate outreach participation throughout the region, such as food distribution, job fairs, health fairs and community meetings with Workforce partners and other community-based organizations.
- Actively participate in the safety program and provide meaningful suggestions for working safely.
- Other duties as assigned.

Administrative 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/MIS Department requests.
- May be responsible for petty cash and may prepare reconciliation and submit receipts monthly.
- 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.
- Develop Training Scholarships, MOUS and other agreements with partnering organizations to coordinate services and provide training options to participants.

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 requests, and training employee(s); planning, assigning, and directing work; appraising performance; counseling and addressing complaints and resolving problems.
- Train, guide, coach, assist, and coordinate supervision with the Case Managers and other worksite supervisors of any WEX participants working in the assigned area of responsibility.
- Develop training 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 systems.
- Respond to FWS Administration/MIS Department requests.
- Coordinate nutritional distribution events including request of funding, participant 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 take place throughout the year including providing assignments to staff, submitting requests for sponsorship, preparing, and managing budget for the 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 participants 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 as they apply to this job.
- 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.
- Bilingual English/Spanish (verbal and written).
- 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.
- Bilingual: English & Spanish.
- Supervisory experience, highly desirable.

Certificates, Licenses, Registrations

- First Aid and CPR.
- Must be able to travel to meetings, events, and do outreach. If using a personal vehicle, must provide proof of insurance and provide a copy of a valid driver's license to be insurable under the agency's insurance policy.

Physical Requirements

Regularly: Manual dexterity, sit for long periods of time, walk for extended periods of time, stand

Occasionally: Reach with hands and arms; Stoop, kneel, crouch, or crawl, lift up to 20 lbs.

Vision: Must have close and distance vision.

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.*