California Human Development
Creating Opportunities

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:	11/6/24

SUMMARY DESCRIPTION: The Case Manager is responsible for the day-to-day operations in compliance with all governing educational requirements and funding sources for the Farmworker Services (FWS) programs including the Workforce Innovation and Opportunity Act (WIOA) 167 National Farmworker Jobs Program (NFJP), Dislocated Agricultural Program, and all programs implemented under the FWS umbrella, at the assigned area/location. Duties will include outreach, recruitment, case management, initial assessment, comprehensive assessment, following up with both participants and employers, job development, job placement, data entry and determining participants' eligibility. This job manages, organizes and updates cases keeping a record of everything pertaining to the participant.

DUTIES AND RESPONSIBILITIES:
Under the supervision of the Senior Case Manager and Regional Manager, the Case Manager performs the following duties:

- Oversees a caseload of non or limited English-speaking (Spanish/English) and/or other individuals with barriers; therefore, the employee must be bilingual (Spanish/English).
- Interviews potential clients for the programs by obtaining eligibility criteria to complete the application package intake.
- Determines eligibility for all the programs implemented under the Farmworker Services Division and collects documentation that supports the eligibility criteria.
- Completes data entry in the various required case management systems, Cal JOBS, GPMS and CMS.
- Develops individual employment plans with participants that outline in detail the barriers, needs, services and activity/training plans to match their career goals.
- Coordinates with Workforce Partners, such as mandated workforce partners and other agencies to determine eligibility of possible enrollment into WIOA program services.
- Prepares intake packages and uploads them to Case management Systems, communicates to Farmworker Services Administration/MIS Department along with required back up documentation for final eligibility review and approval.
- Works with a pool of employers that practice good jobs principles.
- Attends Workforce Partners' outreach events, such as health fairs, job fairs, food distribution and provide program service information.

Case Management

- Creates an educational network with school districts, colleges, vocational schools, and Regional Occupational Programs (ROP) to facilitate the effective flow of participants to those institutions.
- Refers participants to other agencies and programs for Supportive Services that are available to them.
- Works closely with those within the WIOA America's Job Centers in the service area and coordinates services. Cross trains with Workforce Case Managers to understand other WIOA program services provided by partners to co-enroll participants that qualify to receive multiple services.
- Prepares Support Services requests for participants in need, collects proper backup documentation for requests and submits electronically to Farmworker Services Administration/MIS Division for review and final approval.
- Once Support Service is approved, communicates with participant, collects proper back up after the disbursing of the payment, and submits back up to Farmworker Services Administration/MIS Department.
- Visits training providers or worksites where participants are placed (Anthony Soto Employment Training = ASET, CRT, Work Experience = WEX & On-the-Job Training = OJT) to monitor the progress of participants.
- Coordinates with employers, trainers, instructors and/or WIOA Case Manager with the participant to complete Progress According to Plan (PAP) for participants enrolled in program services, such as vocational training, work experience, OJT and other program activities and submits them to MIS monthly.
- Monitors attendance for participants in program activities and addresses attendance or any other barrier/matter that may interfere with the participant's successful completion of their program activity.
- Coordinates with worksites and training sites to ensure safety gear and other training materials are received.
- Maintains participant files according to procedures and responds to any Farmworker Services Administration/MIS Department inquiries regarding case load.

Job Development

- Develops and maintains contact with employers, employer organization agencies, and other Workforce Innovation Opportunity Act (WIOA) programs.
    - Ensures employers practice good job principles and focus on the program sectors currently implemented within the grants.
    - Creates a network of employers who will potentially hire program participants.
    - Promotes and markets services provided to employers to encourage greater participation.
    - Solicits unsubsidized jobs from these employers based on the skills and abilities of individual clients, ensuring that job development services are provided.
- Negotiates specific OJT agreements in line with the current WIOA regulations and Training and Employment Guidance Letters (TEGLs) with the employers.
- Encourages participants to use effective job searching techniques and meet employer expectations, empowers and supports participants during all phases of job search including during pre- and post-employment activities.

- Responsible for completing job placement goals according to office plans for all the programs under the FWS Division.
- Facilitates Job Readiness workshops.
- Attends networking events with the Local Chambers of Commerce, Workforce partners, other Community Based Organizations or Employer functions.
- Follows up on all participants' placements, tracks participants' work status and obtains employment verifications and gives any additional support, as needed, to ensure continued employment.
- Submits supplemental data and completes follow-ups in Case Management system for all participants enrolled in employment and training activities for at least one to one and half years (This could go longer if participants carry over into a following program year).

Outreach and Community Engagement

- Performs outreach to those disadvantaged communities that may be eligible to programs implemented under the FWS Division.
- Recruits new participants based on office plans and achieves goals established for all the programs implemented under Farmworker Services Division.
- Coordinates and assists with the planning of CHD outreach events that include, but are not limited to food distribution, job fairs, health fairs and community meetings.
- Attends job fairs, health fairs and community outreach events to recruit for all CHD programs.
- Travels inside and outside the region to meet with employers and participants to provide program services, collect back up documentation and provide information. Participants can reside outside of the region but may receive services within any CHD regional service area.
- Must be flexible and able to accommodate outreach activities and networking.

- Perform 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.

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

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: Debbie Guerrero Date: 4.27.26