

Employment Services Case Manager

Full-Time, Hourly



Position Summary:

The Employment Services Case Manager supports refugees and immigrants in attaining self-sufficiency through employment by providing employment-related case management services and education about working in a U.S. context. Through partnership with area employers, this role also provides support to businesses seeking to improve their hiring and onboarding practices. This position has an option to work from home on a limited basis and requires supervisor approval.

Accountability:

The Employment Services Case Manager reports to the Employment & Careers Program Manager.

Qualifications:

- Bachelor's degree in Social Work, Psychology, Human Services, Political Science and/or related field or relevant experience required.
- One to two years of experience providing social services or employment services.
- Experience working with refugees and/or immigrant populations preferred.
- Fluency in Swahili, French, Kinyarwanda, Kirundi, Pashto, Dari, or Arabic preferred.
- Experience completing case notes and outside agency applications.
- Knowledge of the resources and programs available in Linn County and surrounding areas.
- Possession of a driver's license and personal transportation and insurance required.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a diverse team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Ability to address conflict and problem solve.
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Strong organizational skills with ability to prioritize projects and tasks.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- Strong decision-making skills and ability to work autonomously.
- Computer skills, including experience with Word, Excel, Power Point, Google programs, and databases such as Salesforce, and/or ability to learn new software and systems.
- Behave as a professional representative of CMC and communicate the mission and activities.
- Knowledge of and sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.

Responsibilities:

- Understands the requirements and documentation for the Matching Grant employment program to ensure employment and case management services are delivered accordingly; ensure timely and accurate compliance with all reporting requirements.
- Provides intake, assessment, and job readiness orientation to clients eligible for employment services.
- Develops comprehensive employment plans for each employable adult.
- Provides both group and one-on-one job readiness training that provide clients with the basic skills required to enhance their employability; through job coaches, Job Club, ESL for your Job, and other as needed.

- Maintains long-term relationships with area employers in order to identify appropriate employment opportunities for clients.
- Identifies barriers to successful employment for refugees and immigrants with varying English levels specific to each employer and develop strategies and recommendations to remove or minimize barriers.
- Determines specific employment opportunities appropriate to clients and assists clients in accessing these opportunities by guiding them through the application and hiring process.
- Monitors client job performance, wage level, and employer/employee satisfaction.
- Assists clients and employers as necessary with post placement issues and continuing employment needs.
- Provides advocacy, assessment, and case management services to individuals, families and groups.
- Assists enrolled individuals and families in addressing needs such as personal and family adjustments, finances, employment, food, clothing, housing, and physical and mental impairments to determine nature and degree of problem.
- Secures information, such as medical, psychological, and social factors contributing to program participant's situation, evaluates these and program participant's capacities, and establishes appropriate service plan.
- Assists clients in developing goals, building skills and taking active steps to improve their family situation, address unmet needs, access appropriate steps, and achieve self-sufficiency.
- Refers program participants to community resources and other services, determines eligibility for financial assistance, and provides support and financial assistance as available to program participants in accord with Catherine McAuley Center's policies and procedures.
- Compiles records and prepares statistical reports as required. Reviews service plan and performs follow-up to determine quantity and quality of service provided and status of the program participant's case.
- Completes accurately and timely case files and reports. Submits documentation to the supervisor/manager according to established timelines.
- Participates and contributes actively in program team meetings, training and professional development.
- Works as part of a team to provide comprehensive strength-based services to Catherine McAuley Center clients through coordination of cases and effective communication between team members and departments.

General Agency Duties:

- Be able to explain CMC program information to students, residents, clients or others in the community.
- Present a positive image of CMC and its programs.
- Assist with CMC fundraising efforts as needed.
- Serve on CMC event committees as needed.
- Maintain clean and organized facilities including the storage and archives.
- Assist with the shared staff responsibilities for security of the clients/volunteers and building.
- Perform other duties as requested/assigned.

Physical Work Requirements:

- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee regularly is required to stand, walk, climb stairs, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements.
- The employee occasionally lifts and/ or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.