

Case Manager Position

Position: Case Manager Position (Apprenticeship Training Specialist)

Hours: 40 hours weekly (will work some Saturday's and late nights)

Position Description:

The Case Manager's primary responsibilities are to conduct detailed intake and needs assessment interviews with customers to determine employment interest(s), identify barriers to apprenticeship employment/training and connect customer with appropriate resources. The Case Manager develops IEPs (Individualized Employment Plan) based on clients' goals and needs, makes referrals to appropriate resources and performs monitoring and follow up services.

Duties, Functions and Responsibilities:

- Provides excellent Customer Service to both internal and external participants
- Enroll and maintain clients in the Client Management System
- Ensures all enrolled clients have completed all necessary paperwork and distributed appropriately
- Maintain weekly/monthly and quarterly metric outcome reports
- Meets regularly with the project team to review and report on the employment/educational/vocational status of all participants
- Assist Coordinator in the weekly update of client files, including skill attainments and class attendance
- Provide telephone and written communication assistance to Coordinator
- Interview and assess for apprenticeship readiness, skills, qualifications and interests
- Review, revise and develop resumes and cover letters
- Maintain accurate, timely and descriptive case notes in our Client Management System on services provided and client activities
- Conduct information sessions, workshops and assist participants in developing strategies to reach established goals
- Provides post-employment and job retention support
- Prepare job seekers for entry into a registered apprenticeship program
- Provide career counseling and career path exploration
- Assess ability to use all job search techniques and tools
- Refer customers to job preparation workshops, testing or assessment(s) as needed
- Provide referrals for support services as needed
- Ensure confidentiality of conversations and documentation
- Perform all other duties as assigned
- Assist in auditing file quarterly to ensure compliance with policy
- Maintain spreadsheet for all training programs
- Assist in developing annual programs

Knowledge, Skills and Abilities:

- Must be able to empathize and motivate clients toward achieving desired goals
- Must have knowledge of apprenticeship training model
- Must be able to meet agency goals and mission
- Must understand current employment and industry trends
- Must have knowledge of state and federal employment laws
- Must be able to utilize agency and community resources to meet goals
- Must be team oriented and able to work independently
- Must be proficient with MS Office Suite
- Must be familiar with standard office equipment, TALIFY and client management software preferably MOVOS.
- Must have the ability to discern highly confidential materials and documents
- Must attend meetings and trainings as required
- Must be able to work in collaboration with partnering agencies and stakeholders
- Must be able to communicate effectively and express ideas clearly both verbally and in writing

Minimum Qualifications:

- Bachelor's degree preferred OR, an equivalent combination of education, training and experience
- Must have (2) two years previous full-time paid experience in employment counseling, recruiting and selection/staffing services, vocational rehabilitation, or from a related field with relevant job coaching and placement duties.