

PRIVATE INDUSTRY COUNCIL OF WESTMORELAND/FAYETTE, INC.

JOB DESCRIPTION

PAGE 1 OF 2

POSITION: **CASE MANAGER/JOB DEVELOPER**

DIVISION: Workforce Development

PURPOSE: Facilitate placement, job retention, and rapid employment of program participants through assessments, evaluations, testing, job search skills, classroom training, and intensive case management; also includes job development with outreach to potential employers to procure employment and training opportunities for job seekers.

QUALIFICATIONS:

Education: Bachelor's Degree required in Social Services, Human Services, Psychology, or related field preferred with a commitment to obtain a Global Career Development Facilitator Certificate within 12 months of hire.

Experience: Case management with diverse populations preferred

Skills, Abilities, and Knowledge:

- a. Conflict resolution and problem solving ability where independent judgment may be required
- b. Ability to build and maintain relationships with service agencies and employers
- c. Ability to maintain confidentiality
- d. Proficient computer knowledge and skills
- e. Ability to interpret, analyze and track data and other information
- f. Strong presentation, verbal, and interpersonal communication skills to successfully work with diverse populations
- g. Excellent customer service skills, organization skills, and detail oriented
- h. Machine usage including computer, photocopier, smart board, projectors, etc.
- i. Ability to deal with and adapt to frequent changes

REPORTS TO: Fatherhood Initiative Program Supervisor

SUPERVISES: None

JOB REQUIREMENTS and ESSENTIAL JOB DUTIES to be performed with or without reasonable accommodations:

Mental Concentration: Considerable concentration intermittently

Interruptions: Occur frequently

Physical Efforts: Moderate physical effort in a predominately sitting position

Special Demands: Some travel and potential eye strain

Special Requirements: Current Act 33 and Act 34 clearance documentation at hire. Valid PA driver's license, verification of car insurance coverage, as well as reliable transportation (validated yearly minimum)

Confidential Information Used: Personnel related information, child's health/mental health information, family economic information, family environmental information

Duties may include any or all of the following: This list is intended to be representative.

01. Responsible for conducting case management, supportive services, referral, job coaching, assessments, and program services.
02. Support at-risk program participants who often face multiple barriers to positive engagement with their children
03. Guide participants into taking positive steps to overcome barriers to becoming a better parent and a more successful provider.
04. Offer comprehensive general advising and guidance to program participants
05. Provide instruction to maximize participants' job readiness
06. Coordinate appropriate client/job matches

07. Record information pertaining to referrals, employer contacts, placements, participant intervention time, client progress and follow-ups
08. Develop and maintain cooperative relationships with employers and community networking partners
09. Perform follow-up activities with employers
10. Keep informed of current market trends and new market potential activities
11. Exhibit accountability
12. Understand and uphold the mission, goals, policies and procedures of the corporation
13. Complete forms, timecards, and other paperwork as required
14. Assist in special projects or assignments as directed

CORPORATE EXPECTATIONS:

Every employee of the Private Industry Council of Westmoreland/Fayette, Inc. is an ambassador that influences the public's impression of our organization. As such, every employee is expected to demonstrate the following attributes: Commitment, Enthusiasm, Flexibility, Positive Attitude, Proactive Approach, and Teamwork. These qualities are important to both individual and corporate success.

PAY GRADE: E

HOURLY WAGE: \$15.65

HOURS PER WEEK: 37½