



## **IMPACT Community Action**

### **Job Description**

#### **Title: Case Management Support Representative-Workforce Development**

**Job Summary:** This position will work directly with individuals to help facilitate assessments, pre-tests, central intake and program eligibility for all programs, as well as assist in identifying barriers and making appropriate referrals and connections to address and remove barriers. Additionally, this position will serve as support to the Self Sufficiency Coordinators and case management team to assist in identifying additional supportive wrap around services as required and supported by other internal and external programs.

**Reports to:** Employer Relations Manager

#### **Job Duties:**

- Enters data into OCEAN
- Supports SSC's by providing up to date and relevant resources that address barriers within the population.
- Maintains a resource development tracking tool on a weekly basis.
- Updates the resource development spreadsheet with new information relative to trends and needs identified by the SSC's, instructors or program managers.
- Enrolls individuals by conducting assessments, eligibility, and assists in facilitation of pre- tests to determine skill level and suitability as well as identify barriers and any additional supportive services required.
- Assigns individuals to the SSC's caseloads.
- Builds relationships with partners and facilitates the initial engagement of a formal partnership.
- Completes eligibility for all internal programs through identification of needs and related empowerment services program referral.
- Accurately enters program required information, and assists where necessary in entering assessment data and test results.
- Provides the SSC's with tangible data in regards to barriers identified through the assessment phase(s).
- Maintains the departmental filing area and prepares for agency audits with assistance from the departmental program managers.
- Makes referrals to agency internal and external resources as necessary.
- Understands program eligibility guidelines and possesses basic knowledge of program curriculum, training and assessment tools.
- Processes completed applications containing adult/guardian's signatures, and provide completed application and required documentation to program instructors, SSC's and training manager.
- Conducts initial orientation for all departmental programs and periodic training sessions required to enhance program knowledge.
- Participates in all activities associated with recruitment and eligibility with the Employer Relations Coordinator.
- Remains aware of training cycles and appropriate referral processes for all programs.

### **Working Conditions and Physical Requirements:**

Working conditions are within a standard office environment which requires ability to operate telephone and personal computer for extended periods of time. Individuals will be required to travel occasionally and commit to after hour availability.

### **Competencies and Knowledge, Skills and Abilities:**

- Integrity and Trust
- Action Oriented
- Drive for Results
- Interpersonal Savvy
- Decision Quality
- Problem Solving
- Process Management
- Customer Services
- Innovation
- Verbal, Written Communication Skills
- Technical Skills (e.g. PC applications)Job-Specific Functional Knowledge and Skills:
  - Client support practices
  - Knowledge of related services for individual support
  - Knowledge of practices in serving and working with hard-to-place individuals

### **Minimum Education and Qualifications:**

- High school diploma or equivalent
- Must possess a valid Driver's License and/or reliable transportation. Must comply with agency's insurance carrier standards and policy.

### **Equal Opportunity Statement:**

*IMPACT Community Action recognizes that a diverse workforce enhances the organization in many ways. We are committed to providing equal employment opportunities that foster diversity and meaningful experiences.*