



**Garfield Jubilee Association, Inc.
Program Assistant**

JOB DESCRIPTION

Position: Follow-Case Manager (Part-Time – 20 hours per week)

Reports to: Program Coordinator

Salary: \$15.00 per hour

Position Objective: To provide intensive case management to ensure that exit participants meet their performance goals in obtaining high school diploma/GED and required certifications, and employment and entering and completing postsecondary education.

Job Description Duties

Provide intensive case management and long-term follow-up for 6 months (for 2016 participants) after participants exit from program.

Follow-up should consist of the following:

Provide documented proof of contacting participants on a monthly basis or more often if needed to provide job assistance, training information, and supportive services;

Provide intensive counseling to participants that have dropped out of program and place them into program that will help them obtain high school diploma/GED, certifications, employment and postsecondary education.

Provide documented proof of providing monthly contacts to graduates and employers that are employed /enrolled in post-secondary education on a monthly basis or periodic contact to ensure placement is maintained. If problems occur help to resolve issues to maximize performance in the classroom and on the job site.

Connect participants with needed supportive services to help participants' master success.

Provide performance outcome information based on placement and 1st, 2nd, 3rd and 4th quarter after exit as required by WIA for reporting purposes.

Work with job developer, case manager and instructors to ensure that participants achieved required performance outcomes; high school diploma/GED, increase literacy/numeracy, certifications and placement.

Provide customer service training to participants who have not obtained certification.

Work with Program Coordinator, Case Manager, other staff to ensure that average earning and median earnings are achieved as required by WIA.

Provide incentives to participants based on documented proof of performance outcomes and placed in participants' files and obtain participants' signature of obtaining incentive and submit to Fiscal Manager.

Assist in providing instruction for leadership, communication, and employability classes.

Statistical Information

- Submit monthly statistical data reports by the 5th of each month to reflect performance outcomes.
- Work as a partner to other staff to ensure that the following performance outcomes are achieved:
 - 85% obtained high school/GED diploma;
 - 85% increase literacy/numeracy;
 - 85% obtained certifications, NCCER and/or H-PACT, customer service, post-secondary education, etc. and,
 - 90% placement in employment or post-secondary education.

Other Requirements

Must have a car to make visits at homes, schools, and with employers;

Must be able to work independently and as a team;

Must be able to develop performance outcomes spreadsheets as data information for documentation and to help track participants;

Provide all required documentation in a timely manner which may include participants' follow-up, outcome evaluation, participants' information sheet, and evaluations;

Participate in regular staff meetings, staff training programs, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships as requested;

Adhere to agency policy, procedures and the professional code of ethics; and,

Other duties as assigned by supervisor.

Garfield Jubilee Association, Inc. is an Equal Opportunity Employer.

