



5323 Penn Avenue, Pittsburgh, PA 15224, Phone: 412-665-5200

## **Case Manager Specialist**

### **JOB DESCRIPTION**

**Position: Case Manager Specialist**

**Reports To: Workforce Development Manager**

**Salary Range: \$28,000 - \$35,000**

Garfield Jubilee Association, Inc. (GJA) case management department staff is to provide on-going counseling support, advocacy and guidance to program members to assist them in dealing with their personal, legal, and social service needs, especially those that interfere with their ability to meet the program requirements and their personal goals. The case management staff will be responsible for providing counseling to Youthbuild, WIA Job Search and/or Section 3 programs.

#### **Specific Duties**

##### **1. Youthbuild Program**

- Ensure that candidates meet eligibility criteria of program and place documented proof in case files.
- Assess personal needs of participants and help find resources to meet their needs.
- Develop periodic individual service plans to assess barriers and strengths and assist participants with developing realistic goals.
- Provide individual counseling at least once a week to each participant.
- Annotate counseling sessions in files and MIS System immediately or same day of counseling.
- Plan and implement up to five weeks of mental toughness orientations.
- Visit work sites to ensure that participants are meeting construction related goals and objectives and record information in case files and MIS system.
- Transport or arrange transportation of participants to a variety of activities such as GED testing, workshops, job fairs, etc.
- Provide weekly group counseling focusing on life skills and issues to resolve participants' barriers.
- Record all activities such as group counseling in individual case file and MIS system on same day of activities.
- Advocate with human service, health, court, and criminal justice systems to resolve issues facing participants.
- Make home visits, as appropriate, to assess needs and to support participants.
- Meet regularly with staff to develop and maintain a consistent approach to support and expand the personal growth and leadership skills of participants.

- Identify and expose participants to cultural, political, and social events or activities that may take place after work hours and organize youth participation.
- Take responsibility for leadership development activities as defined by program manager.
- Teach certification courses such as customer service, employability, communication, and other courses as needed.
- Complete time sheets for each participant and submit as required.
- Maintain accurate records of start and end date of participants' completion of program.
- Check weekly that MIS data-base has accurate and up-to-date information of participants' activities, milestones, placement, etc.
- Develop strategies to resolve attendance, behavioral problems, etc.
- Work closely with job development staff to transition participants for employment opportunities.
- Work closely with marketing staff in recruitment strategies and implement recruitment plan.
- Conduct monthly follow-up or more often if needed and record information in participants' files and MIS system.

## **2. Section 3**

- Assess personal needs of Section 3 workers and help find resources to meet their needs.
- Provide counseling to help Section 3 workers to resolve problems which may affect job performance.
- Provide individual counseling at least once a month or more often if needed.
- Annotate counseling sessions in files and record information same day of counseling.
- Ensure that Section 3 workers meet all requirements of drug and alcohol testing required for employment on Section 3 work site.
- Work closely with job development staff to ensure that Section 3 workers master success on the job.
- Work closely with marketing staff to market the Section 3 program.
- Help individuals to resolve drivers' license problems which may affect current and future employment.
- Attend Section 3 orientation and other meetings to help promote and market the program.

### Qualifications

1. Education and Experience
  - a. Masters' Degree in Social Work, Counseling, Psychology or a related field.
  - b. At least five year's full-time equivalent experience in social work or equivalent work, crisis intervention, and experience working with youth and adults.
  - c. Must have OSHA completion card.
2. Knowledge
  - a. Strong commitment to helping individuals to succeed on the work sites and make a difference in their community.

- b. Strong commitment to helping young people succeed in an innovative training program, to re-orient their lives, nurture their leadership skills and enable them to make a difference in their community.
  - c. Ability to establish rapport and relate sensitively to a multi-racial and multi-cultural group of young people and adults.
  - d. Knowledge of human service, health, court, and criminal justice system programs, regulations and procedures, and alternative programs.
  - e. Excellent public speaking, listening, and written communication skills.
  - f. Ability to work in a team oriented environment.
  - g. Excellent interpersonal and problem-solving skills and ability to relate to a wide range of issues, people and institutions.
  - h. Understanding of the issues facing young people in the community where the program is located and individuals who have been impacted and underrepresented in the construction field.
  - i. Sense of humor and nonjudgmental attitude.
  - j. Willingness to teach young people and individuals about service systems and decision-making processes.
  - k. Willingness to learn from young people and others.
  - l. Knowledge of American history and the history of the racial and ethnic groups participating in Youthbuild and individuals who have been under-represented in the construction field.
  - m. Knowledge of workforce development, training and social service programs, resources, and providers.
3. Skills
- a. Skill in communicating effectively using various means, including written and oral methods, including public speaking.
  - b. Skill in utilizing a variety of computer software such as: Word, access, excel, power point, etc.
4. Abilities
- a. Ability to work independently but able to take constructive criticism and supervision.
  - b. Ability to transport materials and equipment used for presentations to various groups.
  - c. Ability to transport oneself to, from, and around various locations within the City of Pittsburgh and Allegheny County. This is usually accomplished by driving or walking.

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