



Young Community Developers, Inc.

Case Manager / Education and Employment Specialist

Job Description

Position Summary:

Under the direct supervision of the Network Access Point (NAP) Program Coordinator, and in close collaboration with staff and all collaborative partners, Case Manager / Education and Employment Specialist will be responsible for the recruitment, screening, enrollment, case management, and job placement assistance for program participants. This position ensures effective integration of services for participants, including linkages to appropriate training programs, support services providers, One Stop Career Link services, and potential employers, as well as detailed tracking of participant progress through various training programs. This position also leads workshops and group presentation for potential and existing participants and works closely with other staff throughout training process.

Responsibilities:

Employment Counseling/Job Placement

1. Provides job search and placement assistance to program clients, as job retention services for both the client and employer after the placement. Makes appropriate job referrals and assists with the job match.
2. Assesses clients' occupational skills and interest as they pertain to the local job market and assists them in setting and reaching appropriate employment objectives. Provides career, vocational, and employment counseling, and assists in the development of an individual Employment Plan by determine clients' educational and professional qualifications and transferable skills.
3. Assists clients in identifying appropriate short and long term employment objectives; maps out strategies for reaching employment objectives; provides corresponding job development; and supports the client throughout the job search. Makes appropriate training plans and training referrals as needed.
4. Provides case management. Arranges for participant support services as necessary. Examples include: counseling, crisis intervention, childcare, transportation, medical/dental services, and employment workshops.

Workshop Facilitation and Classroom Instruction

1. Coordinates and facilitates job readiness, pre-employment, and job search workshops tailored specifically for participants. Job Readiness and Pre-Employment workshops cover a variety of topics including career opportunities, effective employee behaviors, developing a good work ethic, and managing a work life. Job Search workshops cover a variety of topics including resume and cover letter writing, completing employment applications; interviewing skills, networking skills, and effective workplace communication.
2. Coordinates and conducts individual and group instruction through demonstration, lecture, guest speakers, cooperative learning activities and other modalities of teaching which address learning style differences and potential learning disabilities
3. Distributes and reports on all appropriate workshop surveys' and assessments to track client satisfaction and skills gains.
4. Attends all appropriate team and collaborative meetings in order to coordinate topics and assess student and program progress, pedagogical strategies, and progress towards outcomes. Participate in all workshop facilitation meetings and training opportunities.

Program Administration

1. Ensures compliance with agency, funder, and governmental reporting requirements and supports all program evaluation efforts.
2. Responsible for inputting, tracking and reporting client information, progress and employer/employment engagement activities. Maintains particular case records, program data, and other statistical records as needed. Assists in preparation for program's audits and monitoring visits.
3. Participates in YCD team, agency/funder, and community meetings.
4. Other duties as needed.

Minimum Qualifications:

1. B.A./B.S. degree in a related field and at least five years of relevant experience preferred. Associates degree and seven years of related experience will be considered in lieu of B.A./B.S. degree requirement.
2. Must be flexible and able to work a flexible schedule, including occasional evening and weekends
3. Experience in staffing, recruiting, employment coaching, job development, or other relevant/transferable work experience.
4. Excellent cross-cultural communication skills and the ability and willingness to work with economically and culturally diverse clientele from various professional and ethnic backgrounds
5. Knowledge of the Bay Area's labor market

6. Excellent interpersonal and communication skills, including public speaking, written communications, patience, diplomacy, and high level of customer service skills
7. Must have proven ability to work both independently and as part of a team
8. Must be comfortable with and adapt quickly to organizational, program and departmental changes
9. Strong commitment to the mission of Young Community Developers Inc. and to individuals from diverse populations
10. Well organized, ability to work in a fast-paced environment and meet goal objectives; excellent team player. True attention to detail, ability to complete paperwork accurately and in a timely manner
11. Continuous commitment to improve occupational knowledge
12. Computer proficient in MS Office or similar program, understanding of concept of relational database, competent in using internet and excellent research abilities.

Compensation / Benefits:

1. \$20.00 to \$24.00 per hour dependent upon experience.
2. Paid vacation.
3. Sick leave.
4. Health benefits to include medical and dental.

All candidates must submit a resume in order to be considered.

Send resume to twaters@ycdjobs.org

Young Community Developers is an Equal Opportunity Employer

YCD is an "at-will" an equal opportunity employer. Applicants and employees shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender (including pregnancy and gender expression) identity, color, marital status, veteran status, medical condition, or any other classification protected by federal, state, or local law or ordinance. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.