

# Young Community Developers, Inc.

## Interrupt, Predict & Organize (IPO) Case Manager Job Description

### **Job Description:**

Under the direct supervision of the Interrupt Predict & Organize (IPO) Manager, and in close collaboration with staff and all collaborative partners, the Case Manager is responsible for the enrollment, case management, and job placement assistance for IPO participants. The IPO program is a part of San Francisco's violence prevention initiative. The program is a 13 month subsidized employment program for "at-risk" transitional age youth 18-25 and adults 26-35 from high crime neighborhoods and offers alternatives to their current lifestyle. The IPO Case Manager supports participants from enrollment to completion, effective integration of services for participants, including linkages to appropriate support services providers and potential employers, as well as detailed tracking of participant progress through various training programs.

### **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.
5. Attend Interagency bi-weekly case conferencing meetings .
6. Identify, pursue and establish relationships with potential employers.
7. Other duties as assigned.

#### ***Workshop Facilitation and Classroom Instruction***

1. Supports IPO instructor with 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. Distributes and reports on all appropriate workshop surveys' and assessments to track client satisfaction and skills gains.
3. 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.
4. Other duties as needed.

### ***Program Administration***

1. Ensures compliance with agency, funder, and governmental reporting requirements and supports all program evaluation efforts.
2. Responsible for tracking and reporting client progress and employer 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 team, agency, and community meetings.
4. Other duties as needed.

### **Qualifications:**

1. B.A./B.S. degree in a related field and at least two years of relevant experience preferred. Associates degree and four 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 evenings and weekends.
3. Experience in staffing, recruiting, employment coaching, job development, and/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 including construction, technology, manufacturing, hospitality, retail, medical, and/or finance preferred.

### **Compensation / Benefits:**

1. Salary range between \$20.00-\$24.00 per hour (DOE)
2. Paid vacation
3. Sick leave
4. Health benefits to include medical and dental

**To Apply: Please submit both a resume and a cover letter that describes why you would be the best candidate for this position. Resumes sent without a cover letter will not be reviewed.**

*Young Community Developers is an Equal Opportunity Employer.*

YCD is an "at-will" and 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.