

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Case Manager I—Young Adult Reentry Program

Reports to: Youth Workforce Development Coordinator

Supervises: None

FLSA Status: Non-Exempt

Pay Grade: 1

General Duties:

The Case Manager I will provide service delivery the Young Adult Reentry Program in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines. This position will assist individuals served by the program(s) with establishing and working on individualized program goals such as increased self-sufficiency, housing stability, education attainment, securing employment, etc.

Specific Duties and Responsibilities:

- Conduct program specific screenings and assessments to determine short and long term needs.
- Develop individualized service/employment plans.
- Help clients identify goals, determine steps necessary for goal achievement, and evaluate progress.
- Collaborate with client to write client goal plans that are specific, measurable, attainable, realistic, and time limited.
- Motivate and encourage client engagement and follow through.
- Possible determination for client eligibility for other of workforce development programs.
- Possible referral to other program that may be appropriate to partner agencies, and/or resources. May also refer ineligible individuals to other community agencies or resources.
- Provide mentoring/counseling for customers with employment or educational barriers.
- Provide comprehensive evaluation of employment and training needs.

- Assess client skills by interviewing, testing, and other methods. May assess clients with physical or mental disabilities and make appropriate referrals to related services
- Works with clients to develop individual training plans, engage employer placement contacts, and counseling. Assist clients with job placement, and all other necessary follow-up activities.
- Assess customer needs and facilitate supportive services to assist in removing barriers that may prevent successful completion of the program.
- Record participant data into case notes, service plans, and assessments.
- Maintains case files as directed to meet customer follow-up, performance standards and program evaluation.
- Participate in implementation and delivery of participant outreach and recruitment plan.
- Ability to carry caseload of approximately 40 customers.
- Coordinates, supports, and advocates for clients to gain access to needed resources, completing and submitting referrals to services as necessary.
- Interact with, or on behalf of the clients, with intention of improving or maintaining their ability to function in a variety of interpersonal situations, including in the family, school, job or community.
- Document all service provision within 48 hours of service/contact.
- Attend training as required by supervisor.
- Participate in team meetings and individual supervisions, and other committees/ meetings as requested/assigned.
- Share information and resources with team.
- Maximizes coordination and communication among all the Workforce Development division and Community Services division programs and staff.
- Consults and coordinates with other systems/service providers (school, agencies) to maximize service effectiveness.
- Maintain up to date work schedule in Outlook calendar
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.

- Other duties as assigned

Required Knowledge, Skills, Characteristics and Abilities:

- An Associate's Degree in social services, psychology, criminal justice, education, or related field is preferred. Some college coursework in social services, psychology, criminal justice, education, or related field is required. A minimum of 1-2 years of experience is preferred.
- Strong background in customer services and human services, particularly working with persons age 18-24. Past work with those who have been incarcerated or are under the supervision of the court is preferred.
- All applicants will be required to participate in an Illinois State Police and Department of Children and Family Services background check.
- Valid driver's license and ability to transport clients.
- Ability to follow program procedures while adjusting work style to meet the needs of the person served.
- Minor understanding and knowledge of continuing education options including high school, trade and college.
- Understands steps to implement to work toward gainful employment for individuals lacking employment history.
- Minor understanding and knowledge of local economic and employment opportunities.
- Minor understanding and knowledge of public assistance programs, including eligibility and application process.
- Ability to attend community meetings, provide program information at community meetings, and collect and share relevant meeting information with team.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Ability to exercise judgement in interpreting data, applying legislation, and making recommendations and decisions when limited guidance is available.
- Knowledge of cultural competency and respect for diverse cultures/lifestyles and problems of poverty in the community is a must.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.

- Computer skills needed to complete case documentation, data entry and timesheets.
- Ability to obtain program specific certification(s) within twelve months.
- Ability to attend program meetings and/or training as required.
- Ability to work a flexible schedule to accommodate client scheduling needs including periodic evenings if needed.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide direct work with program participants or on behalf of the program participant approximately 65% of workweek
- Sitting/ standing at a desk approximately 35% of work week
- Lift and carry equipment necessary to complete work, approximately 20 pounds
- Ability to travel to meetings, training, service delivery, and other work sites as required to meet program goals

Competencies:

- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Cultural Competency:** Demonstrates the ability and understanding to **appreciate and interact with people from cultures or belief systems different from one's own such as age, gender, ethnicity, and race in the most fair and productive way.**
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Decision-Making and Analytical Skills:** Ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements. Perform professional level work requiring a wide range of administrative, technical, budgeting, finance, legal or managerial methods applied to complex problems.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.

- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.

Work Environment:

- Office work will be performed in an open cubicle environment at the Work Net Center in Champaign, IL, Champaign County Courthouse Probation Division in Urbana, IL, and The Community Services Center of Northern Champaign County in Rantoul, IL.
- Frequent near-vision use for reading and computer work.
- Evening and weekend availability required as needs of the program dictate.
- The Young Adult Case Manager I position is one that is autonomous in nature. This means that services may be provide in unconventional settings in the community to better assist the person served and not just in one space. This includes, but are not limited to parks, schools, libraries, while traveling by car to other agencies, and homes of the person served.

Disclaimer:

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may, or may not, be considered to be “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department.

Signature of Employee _____

Date _____

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