

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Case Manager – County Services (Douglas and Piatt Counties)

Reports to: Workforce Development Program Manager

Supervises: None

FLSA Status: Non-Exempt

Pay Grade: 2

General Duties:

The Case Manager – County Services will be the primary Local Workforce Investment Act (LWIA) contact for Douglas and Piatt counties and will be responsible for community outreach and education, and coordinating and providing a variety of Workforce Investment Opportunity Act (WIOA) services, including services to youth, businesses, and job seekers.

Specific Duties and Responsibilities:

- Conduct outreach to the community and educate stakeholders about workforce development and WIOA programs.
- Attend community meetings, including presenting a monthly written and oral report to county boards.
- Conduct program specific screenings and assessments to determine short- and long-term needs of job seekers and employers.
- Assist individuals and organizations in developing plans that will facilitate success in WIOA programs.
- Help clients identify goals, determine steps necessary for goal achievement, and evaluate progress of participants.
- Have open office hours and schedule monthly orientations and workshops to meet demand.
- Motivate and encourage client engagement and follow through.
- Provide mentoring/counseling for clients 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 coaching. Assist clients with job placement, and all other necessary follow-up activities.
- Record participant data into case notes, service plans, and assessments, and regularly engage in data-entry activities.
- Maintains case files as directed to meet client follow-up, performance standards and program evaluation.
- Participate in implementation and delivery of participant outreach and recruitment plan.
- Ability to carry caseload of clients in addition to facilitating employer services (including on-the-job training clients and worker training grants).
- 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.
- Maximize coordination and communication among all the Workforce Development division.
- Consult and coordinate with other systems/service providers (school, chambers of commerce, economic development corporations, community organizations, etc.) 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.
- Schedule events three times a month from March – October, drive a mobile workforce unit to those events to promote services and recruit new clients. Responsible for storage, record keeping, maintenance of vehicle.
- Use a company car and gas card for inter-county travel. Responsible for storage, record keeping, and maintenance for vehicle.
- Other duties as assigned.

Required Knowledge, Skills, Characteristics and Abilities:

- A minimum of 1-2 years of relevant experience is required. An Associate Degree in social services, psychology, criminal justice, or education is preferred or equivalent experience in the field is preferred.
- Strong background in customer service 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.
- 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 or is willing to learn.
- Minor understanding and knowledge of local economic and employment

opportunities or is willing to learn.

- Minor understanding and knowledge of public assistance programs, including eligibility and application process or is willing to learn.
- Ability to attend community meetings, provide program information at community meetings, and collect and share relevant meeting information with team and supervisor.
- 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 policy, 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).
- Computer skills needed to complete case documentation, data entry and timesheets.
- Ability to attend program meetings and/or training as required.
- Ability to work a flexible schedule to accommodate client scheduling needs including periodic evenings and weekends, if needed.

Essential Functions:

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

- Enter data accurately into multiple systems
- Communicate effectively and professionally with clients, coworkers, and stakeholders
- Provide direct work with program participants or on behalf of the program participant.
- Sitting/ standing at a desk for long periods of time throughout a fulltimework week.
- Conduct community outreach and education.
- 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.
- Must be able to consistently demonstrate effective decision-making skills that yield positive results for the organization.

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 office environment at the Work Net Center in Tuscola and Monticello, Illinois (two days in one county, two days in the other, one flex day).
- Frequent near vision use for reading and computer work.
- Evening and weekend availability required as needs of the program dictate.
- The Case Manager position is one that is autonomous in nature. This means that services may be provided 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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