

## **Workforce Case Manager – Professional Development Center**

The purpose of this position is to provide workforce case management services to consumers to help them secure meaningful employment within the established market area.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Develop positive relationships with consumers to help them become work ready and achieve their training and occupational goals.
- Engage consumer in the interactive screening process to identify needs, barriers, and goals.
- Develop a customized employment plan with consumers based on their work readiness, strengths, skills, aptitude and potential limitations/barriers to employment and vocational training.
- Connect consumers to a customized employment track offered through the Professional Development Center.
- Conduct regular meetings with consumers and provide support to assist them in moving forward throughout the progression of their customized employment plan.
- Connect consumers to Flying High Inc. and PDC supportive and specialized services, including the Working Toward Your Future program to help consumers to maintain employment and/or successfully complete their vocational training.
- Utilize Flying High Inc's GROW Urban Farm for case management activities with consumers.
- Assist and prepare clients for entry into the job market to include educational sessions with consumers in such activities as job search, mock interviews, resume development and job readiness.
- Monitor consumer progress through on site visits and telephone calls.
- Maintain a confidential, accurate, organized, and updated case file for all assigned clients. Adhere to documentation deadlines as required by the service division.
- Will maintain a database of community partners and serve as a liaison for consumers by cultivating relationships with contacts via emails, phone calls, site visits and meetings throughout the year.
- Will complete outreach activities to inform both consumers and community partners of services provided through the Professional Development Center.
- Will collect statistics and prepare reports as required by the supervisor and in accordance with funding source guidelines.
- Ensure the safety and well-being of staff and clients through the implementation of policies and procedures addressing health and safety standards.

### **QUALIFICATIONS**

- High School Diploma or equivalent and two years' relevant work experience; Associate degree or in social work or related field with licensure/certification preferred.
- Demonstrated knowledge of community resources, workforce needs and opportunities.