



Urban League of Broward County Employment Opportunities

Title: **Case Manager**
Classification: Non-exempt/Hourly
Division/Team: Jobs & Training/C.O.R.E.
Supervisor: Program Coordinator
Revision Date: March 2018

Program Description

Critical Occupational Response thru Education (C.O.R.E.) is an adult employment program, in partnership with Broward College, for participants to gain industry recognized certifications in Manufacturing, Information Technology, and Aviation. This program is designed to provide soft skills training, employability and life skills training, work experience, and job placement.

Purpose of Position

A **Case Manager** is responsible for providing case management, coaching, resources, and training to participants. The Case Manager conducts career assessment, advocacy, counseling, job training and interagency collaboration to ensure effective and efficient delivery of services to clients. The Case Manager may be required to conduct home and field visits as well.

Essential Duties and Job Responsibilities

- ❖ Works very closely with the Program Coordinator and the Employer Relations Specialist (ERS) at Broward College to ensure prescreened participants are identified for work experience and job placement.
- ❖ Ensure applicants are prescreened and referrals to ERS are timely.
- ❖ Coordinate day-to-day activities of the program and performs outreach to recruit participants, and direct service to meet contract performance.
- ❖ Overall responsibility for business subsection caseload of adult case management division
- ❖ Independent decision making with case management oversight.
- ❖ Ability to influence the hiring new staff.
- ❖ With collaboration, determines and approves operating plans, policies and procedures within case management division
- ❖ In the supervisor's absence, may serve as delegated supervisor overseeing project management and associated employees'.
- ❖ Actively recruits and retains program clients.
- ❖ Organizes and implements creative programming that result in positive achievements for participant.
- ❖ Provides orientation and one-on-one-counseling to eligible clients in the economic services programs.
- ❖ Provides group education to program clients.
- ❖ Generates service plans, conducts case management and follow-up services on clients, as required by contract.
- ❖ Maintains accurate and complete files for program clients as related to services and activities.

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- ❖ Meets all performance standards and requirements for program contracts/grants or Urban League of Broward County.
- ❖ Informs clients and families of support and referral services internal or external.
- ❖ Submits timely and accurate reports and data related to program and clients.
- ❖ Actively participates in Urban League of Broward County's special event committees and projects.
- ❖ Advises immediate supervisor or needs, trends and issues within area of responsibility and recommend activities to address them.
- ❖ Serves as a liaison and contact person with other agencies to ensure coordinated and comprehensive delivery of services to clients.
- ❖ Utilizes high level education, certifications and knowledge to support the specialized needs of the program.

Job Specifications and Requirements

- ❖ Bachelor's Degree required in the field of counseling, social work, education or related human service field.
- ❖ At minimum, 2 years of adult direct service case management experience
- ❖ Knowledgeable in working with the homeless population
- ❖ Detailed knowledge and experience in case management and documentation.
- ❖ Must be passionate about serving clients in the community and their families
- ❖ Work some evenings and weekends for outreach events
- ❖ Ability to express ideas clearly in both written and oral communications.
- ❖ Proficient in time management to fulfill all tasks in a timely manner adhering to program guidelines and supervisory expectations
- ❖ Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities
- ❖ Must be computer literate with familiarity utilizing client management systems
- ❖ Must have outstanding organizational skills
- ❖ Must have excellent presentation skills.
- ❖ Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- ❖ Positive and team-oriented attitude
- ❖ Bilingual (English and Spanish or French or Creole) candidates preferred.

Other

- ❖ Must have a valid Florida driver's license and reliable transportation.
- ❖ Must pass a Level 2 background and drug screening.

Submit Cover Letter and Resume via email:

Senior Director of Human Resource and Training

hiring@ulbcfl.org

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