

**Community Action Agency of Delaware County, Inc.
Position Description**

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| Position Title: Work Ready Case Manager | Immediate Supervisor: Workforce Development Manager | Salary Range: \$35,000 – 48,000 |
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Position Summary:

This position provides intensive case management, support services, barrier remediation, job readiness and educational enhancements to Work Ready participants and their families to promote career advancement and income improvement.

Primary Duties and Responsibilities:

1. Conduct assessments and utilize results to support each participant in the development of realistic employment goals. Goals must compliment participants' skill level, interest, aptitudes, needs and barriers.
2. Conduct full family assessments that identify the barrier to employment and self-sufficiency.
3. Coordinate with the client and his or her family to create a full family service plan to address the needs of each family member, document all multi-generational services, activities, and supports that will help stabilize barriers.
4. Provide ongoing case management by monitoring delivery of service and quality of care. Track client progress and well-being, evaluate case plan effectiveness, make recommendations for additional advanced training, effectively manage resources and make appropriate referral as needed.
5. Identify economic and physical needs of clients; assess and reassess client's support systems, available community resources and other factors to plan, develop and implement an appropriate service plan.
6. Support in the assignment of appropriate activities as it relates to the participants needs and goals for job readiness.
7. Provide on-site assistance and support in all Work Ready activities.
8. Advocate for the client and his or her family when connecting them to community resources and services. and intervene in an effort to alleviate barriers to participant goals.
9. Conduct weekly meetings with the client and family to document progress on the stabilizations of all family barriers.
10. Complete weekly Barrier Remediation Progress Reports to submit to the Department of Human Services.
11. Prepare and complete accurate case notes, written correspondence, reports and other written material and input required data in CWDS and HMIS.
12. Participate in staff and supervisory meetings.
13. Back-up other staff as needed.
14. Other duties as assigned

Position Objectives:

1. Provide excellent supportive services to clients and their families.
2. Develop and utilize a broad network of resources to best service clients and their families.
3. Display a professional role model for clients.

4. Maintain accurate and up to date files on all clients.

Qualifications:

This position requires a minimum of a Bachelor's Degree in Human Services, Social Work, Psychology or a related field from an accredited college or university. Requires a minimum of two years experience in the human services field, preferably with employment training/job development, or an acceptable combination of education and experience that fulfills the knowledge and experience base required for this position.

The person in this position must demonstrate outstanding organizational skills, and the ability to manage multiple priorities and concerns. This position requires an individual with strong assessment skills. This position requires an individual with knowledge of the Delaware County Social Service infrastructure and the ability to maintain effective working relationships with those service providers. The individual must have excellent communication skills, both oral and written, combined with strong interpersonal skills. The ability to work well with people from different cultural and socio-economic backgrounds is crucial to this position.

In addition, this position requires a licensed and insured driver with his/her own vehicle.

Physical Demands:

The physical demands described in this section are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the duties described herein, the employee is regularly required to talk, hear, stand, walk, maneuver stairs, sit, stoop, kneel, crouch and crawl. The employee must occasionally lift and/or move up to 15 pounds. Specific vision capabilities required by this position include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Location/Environment:

This position reports to:

1414 Meetinghouse Road
Boothwyn, PA 19061

This position involves frequent travel to other worksites and job sites.

While performing the duties of this position, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is generally moderate.

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

I certify that I have read this position description and understand my duties and responsibilities as stated herein. I further understand that this job description does not in any way constitute a contract for continued employment. Community Action Agency of Delaware County, Inc. maintains an at-will policy of employment, which means that employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either the employer or the employee.

Employee Signature

Date

Supervisor Signature

Date

To apply for this position, send a resume with cover letter to:

Human Resources
Community Action Agency of Delaware County, Inc.
1414 Meetinghouse Road
Boothwyn, PA 19061

Fax #: 610-874-8452

E-mail: rmitchell@caadc.org

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