



Albany Park Community Center Position Description

POSITION TITLE: Case Manager
SUPERVISOR'S TITLE: Director of Workforce Development
DEPARTMENT: Workforce Development
WORK DAYS: Monday-Friday
FLSA: _____ Exempt Non-Exempt
WRITTEN BY: Director of Workforce Development
REPORTS TO: Director of Workforce Development
STATUS: Full-Time _____ Part-Time
DATE REVISED: 07/12/2017

POSITION PURPOSE

Deliver individual and group assistance to job seekers and businesses in order to promote high and steady levels of employment.

ESSENTIAL FUNCTIONS AND PRINCIPLE ACCOUNTABILITIES

- Coordinate and deliver information and referrals to job seekers regarding programs and agencies.
- Perform support and referrals to government social service programs.
- Counsel, educate, and empower Job seeking clients to identify and implement their personal and professional goals through life skills classes.
- Contact/coordinate services with other non-employment services (i.e., Child Care, Housing, Food Pantry, Education, etc.), perform site visits as needed for referral and recruitment.
- Provide direct services to Workforce Development customers seeking employment through use of resource room and other services.
- Provide informational assistance to resources for employment, including understanding benefits, and services as provided through the Administration.
- Provide information for certified training sites/providers including orientation to workforce development operating procedures.
- Guide customers engaged in self-directed employment search.
- Maintain database of registered customers. Maintain customers' files as required by funders' guidelines.
- Responsible for intake and registry. Collect all necessary documentation to determine eligibility in a timely manner.
- Monitor customers' progress and refer clients to supportive services offered by APCC.
- Conduct individual counseling sessions to help clarify life/career goals.
- Obtain placement and follow-up documentation in a timely manner and according to funders' guidelines and deadlines.

ADDITIONAL RESPONSIBILITIES

- Conduct WD orientation and job search skills workshops.
- Participate in planning, training and evaluation sessions scheduled by Funders and APCC to ensure coordination and continuous improvement.
- Monitor and maintain resource room and equipment.
- Continue professional education through attendance at seminars, workshops, conferences, etc.
- Willingly assumes other duties and responsibilities as may be required or assigned.

KNOWLEDGE/SKILLS/ABILITIES

- Excellent oral and written communication skills required.
- Good presentation skills and public speaking.
- Knowledge of interviewing, resume writing, and cover letter standards.
- Ability to relate well to job seeker, understand their needs while maintaining cultural sensitivity, and set goals to achieve employment.
- Ability to proactively approach case management and job development with a strong sense of urgency and willingness to meet established deadlines.
- Ability to multitask, set priorities and meet deadlines.
- Ability to work nights and weekends or on a varied schedule (s) as necessary.
- Knowledge of non-profits or previous experience in a metrics driven environment.

EDUCATION/TRAINING/EXPERIENCE

- Bachelor's degree preferred but not required, preferably in Social Services, Business Administration, Public Administration or related field.
- Two years successful employment experience in social services, human resources, economics or a similar setting required.
- Experience with IL WorkNet and other funder databases.
- Proven track record of recruiting and staffing.
- Five or more years' related work experience preferred.
- Previous experience with WIOA(WIA), JTED highly preferred.

PERSONALITY CHARACTERISTICS

- Strong work ethic.
- Professional demeanor.
- Outgoing and friendly personality.
- Strong team player.

PHYSICAL DEMANDS

- Required standing/sitting for extended periods of time.
- Required to work in front of a computer for long hours.
- Required minimal travel between 2 locations

The physical movements or activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions of the position.

SUPERVISORY RESPONSIBILITIES

- May train, assign duties to, and supervise volunteers and interns when assigned by Director of Workforce Development.

Note: This description is based on management's assessment of the requirements and functions of this job as of the date this description was prepared. It is a general guideline for managers and associates but it does not purport to be an exhaustive list of all of the elements of the job. Management reserves the right on a temporary or indefinite basis to meet contractual needs through the assignment or reassignment of job duties or any other appropriate means.

The Albany Park Community Center is an Equal Opportunity Employer

Please send resumes to: careers@apcc-chgo.org