JOB ANNOUNCEMENT

Title: Case Manager
Area: Workforce Development and Training Program
Status: Full-Time
Salary: Commensurate with experience
Submit resume to: adevan@ceapittsburgh.org

Job Summary

Provides career counseling, intensive job readiness and job search and placement assistance, case management, and training/re-training and follow up services to participants enrolled in Community Empowerment Association’s (CEA) Workforce Development and Training Program. The goal of the Program is designed to equip underserved youth and young adults with work readiness preparation and access to training leading to meaningful career pathways and sustainable employment.

Responsibilities include, but are not limited to:

- Conducts outreach and recruitment of program participants.
- Develops and maintains contacts with community organizations and educational institutions for the purpose of outreach, recruitment and positive public relations.
- Determines eligibility and assists program participants with enrollment into program services.
- Assists Participants with their career planning and career decision-making process.
- Assesses participants’ employment and training needs.
- Assists participants in identifying and addressing barriers to employment, and refers services within the one-stop system as appropriate, or to community resources as necessary.
- Provides job development and appropriate job referrals to program participants.
- Conducts follow-up services with participants regarding their job search.
• Assists in organizing job fairs and participates in job fairs, trade shows, and appropriate community events.
• Monitoring of participant services will include, but will not be limited to, eligibility determinations, documentation to support selective service registrations, citizenship, veteran’s status, household size, and other demographic required documentation.
• Monitoring of performance outcomes and Other duties as assigned

Job Expectations

• Ability to provide positive, outstanding customer service.
• Ability to maintain confidentiality.
• In order to provide the highest level of customer service, this position requires a thorough understanding of the job search process and the area job market—job matching system, federal eligibility, Child Labor Laws, and other related items.
• Ability to interact positively with a variety of personalities and socio-economic populations.
• Ability to work in a team environment and provide support to fellow team members is essential.
• Problem-solving skills, organizational skills, time management skills, and excellent oral and written communications skills are essential.

Requirements

• Education: Bachelor’s degree in career counseling, educational/guidance counseling Human Services or a related field or year for year experience in federal youth programs may be considered.
• Experience: Two years counseling, case management, monitoring, or related experience required. Experience working with individuals in underserved communities is preferred
• Proficiency in a variety of computer software applications are required including Microsoft Office Suite, email and internet applications.
• Act 33 and 34, FBI, and mandated reporting clearances
• The ability to work an adjustable work schedule to engage youths participation in evening and weekend events
• A valid driver’s license and access to a reliable, insured motor vehicle is required.

The above statements are intended to describe the general nature of work being performed by individuals assigned to this job. They are not limited to all duties and responsibilities associated with it.