



JOB DEVELOPER/CASE MANAGER

DEPARTMENT: YFCS

REPORTS TO: Program Coordinator

CLASSIFICATION: Non-Exempt

OF HOURS: Full-Time, 40 hrs

PAYRATE: D.O.E.

POSITION PROFILE:

The Job Developer/Case Manager provides services to a caseload of culturally diverse individuals and/or families including comprehensive assessment, information, referral, case planning, supportive services and evaluation of job skills and areas of job development.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Educate clients about competitive work opportunities
- Offer direct placement of clients in positions appropriate to skill level and personal needs
- Actively participates in committees in San Diego County that are directly related to the field of employment such as job fairs, community events and meetings
- Provides expertise to the team in areas related to work trends, employment models, potential employer profiles and demographic data as needed
- Identify individual/family strengths that can be applied to overcome specific challenges
- Collect necessary data for overall outcomes as related to employment trends
- Maintain accurate, updated case files and required documents plus program data as required by funding
- Promote positive communication regarding employment services to potential employers with an emphasis on job retention
- Have and maintain positive and supportive relationships with co-workers/agency staff
- Supervise and manage a full time caseload
- Communicate positive and negative feedback from the Community or clients through supervisor to management
- Work in conjunction with Job Recruiters and Business to assist clients secure employment
- Provide follow ups after a job placement to ensure job retention and the elimination of barriers that may impede job retention
- Provide and assist other case managers with employment resources
- Set biweekly employment meetings with case managers to provide new job resources or any additional information needed to support their clients
- Participate in outreach activities and promote the program as need it
- Pick up, organize and participate in the collection of food and other items
- Perform other tasks assigned by Program Coordinator

QUALIFICATIONS (Education, Experience and Certifications):

- Bachelor's Degree in Social Work or related field
- Minimum of two years experience providing job related activities



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- Competency and experience in working with diverse cultures
- Valid CA Driver license
- Access to reliable transportation and able to use it for job related tasks

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge and experience of San Diego, its resources and services
- Knowledge of employment resources
- Strong verbal and written communication skills
- Strong customer service skills
- Highly organized
- Bilingual in English/Spanish preferred
- Knowledge of relevant resources within the community

WORKING CONDITIONS:

ENVIRONMENT: Office and occasional off-site functions. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

MENTAL: Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.