

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

CASE MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

The Tri-Valley One-Stop Career Center (TVOS) is a workforce development service of the Chabot-Las Positas Community College District (CLPCCD). It is funded through the Alameda County Workforce Investment Board (ACWIB). Its mission is to connect qualified job seekers to employment opportunities in the region. This is done through an off-campus site in Dublin, CA as well as an on-campus office at Las Positas College in Livermore, CA.

Under the direction of the TVOS Program Manager, the Case Manager will be primarily responsible for assisting TVOS clients in preparation for returning to the workforce via job placement and occupational training programs. This is done through coaching, case management, workshops and job counseling. It also includes accurate file management in-house and on the CalJobs online database system.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Job Placement and Retention

1. Assess, informally interview and counsel clients for job readiness through the development of developing Individual Employment Plan (IEP) to address barriers and identify individual participant service needs
2. Determine client eligibility for federal/state employment & training programs (WIOA)
3. Assist clients to research training possibilities and enroll in training when appropriate.
4. Assist clients in performing labor market information (LMI) research according to their skills and occupational interests
5. Communicate with Job Developer on clients' progress; provide follow up and job retention services for clients who have found employment
6. Maintain participant caseload using integrated case management approaches
7. Maintain complete and up-to-date client files, including required documentation and case/progress notes
8. Assist clients with pre-employment activities which may include One-Stop computer assistance, English as a Second Language classes, preparation for GED testing, etc. – as needed
9. Provide assessment services and tools to clients (Wonderlic, Choices, Strong, Meyers-Briggs, etc.) – as needed
10. Assist clients to research training possibilities and enroll in training when appropriate.
11. Assist clients in performing labor market information (LMI) research according to their skills and occupational interests
12. Manage and facilitate the TVOS Job Club as necessary
13. Keep up to date on regional workforce development trends

Customer Service/Communication

14. Advocate on client's behalf to employers, training providers and others as needed
15. Deliver job search workshops (Resume/ Cover Letter Creation, Interviewing, etc.) to all comers

16. Monitor TVOS Dublin office, answer phones and help clients using the facilities and/or equipment as needed
17. Be sensitive to diverse cultures and people, working with them on their own career tracks

Collaboration

18. Work with other staff to create smooth working systems within office
19. Communicate with Job Developer on clients' progress; provide follow up and job retention services for clients who have found employment
20. Collaborate with TVOS partner organizations, seeking out new partnership when applicable.
21. Facilitate workshops and client contact at partner agency locations
22. Make referrals to partner agencies and community groups as appropriate, including counseling on mental health issues, job readiness workshops, pre-employment training, as well as issues involving housing, food, clothing, financial assistance, etc.
23. Participate in staff meetings and perform any other employment related tasks as identified and delegated by Program Manager

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Operations, services, and activities of an employment development program.
2. Job preparation principles and techniques.
3. Employers in the surrounding areas.
4. Current business trends and needs.
5. College and community based employment programs and services.
6. Pertinent federal, state, and local laws, codes, and regulations including District, state, and federal regulations as they affect employment services.
7. Community college programs, services, and organization.
8. Principles and practices of research and report preparation.
9. Principles and procedures of record keeping.
10. Principles of business letter writing.
11. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
12. Interpersonal skills using tact, patience, and courtesy.
13. English usage, spelling, grammar, and punctuation.
14. Intermediate to advanced knowledge of standard office computer software, or the ability to learn it quickly:
15. Standard office computer software such as Microsoft Office Suite including Word, Excel, PowerPoint and Outlook.

Ability to:

1. Provide job preparation training to the students.
2. Develop and present effective presentations, training, and workshops.
3. Develop flyers and other written material for program needs for recruitment and outreach.
4. Network effectively with on campus and community programs.
5. Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
6. Interpret, apply, and explain District and ACWIB policies, regulations and requirements.

7. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
8. Collect data for State reporting purposes.
9. Prepare clear and concise oral and written reports.
10. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
11. Plan and organize work to meet changing priorities and deadlines.
12. Communicate clearly and concisely, both orally and in writing.
13. Establish and maintain effective working relationships with those contacted in the course of work.
14. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
15. Work independently and as a team.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:

Associate's degree in Social Work, Counseling, Communications or related field; OR demonstrated professional experience in lieu of education.

Experience:

Two years' experience providing vocational and/or pre-employment counseling and case management in a multi-service setting that demonstrates knowledge of the Workforce Investment Act, Workforce Innovation & Opportunity Act, and related governmental regulations.

License or Certificate:

Possession of an appropriate valid driver's license. This position requires occasional travel to appointments and other regional meetings.

DESIRABLE QUALIFICATIONS

1. Bachelor's degree in Social Work, Counseling, Communications or related field
2. Knowledge of the Chabot-Las Positas Community College District, ACWIB, Comprehensive and Specialized One-Stops organizational structure
3. Knowledge of Alameda County's business climate, ACWIB and TVOS Priority Sectors (Activities & Performance Measures)
4. Knowledge of CalJobs or similar data base management system.
5. GCDF certified

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with some travel to different sites and locations.

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Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Approved by the Board of Trustees: May 17, 2016
Effective: May 18, 2016
Job Family: Technical-Paraprofessional