

Eastern New Mexico University Ruidoso Branch Community College

POSITION: Case Manager I/Career Development Specialist,
New Mexico Works/WIA

LOCATION(s): New Mexico Workforce Connection – Carlsbad and Artesia

BASE SALARY: Grade 5, Step 9- \$30,094

DATE AVAILABLE: November 16, 2009

Basic Function and Responsibility:

The Case Manager I/Career Development Specialist is responsible for client support/services according to the contract with the Eastern Area Workforce Development Board.

Supervision Received:

Supervision is received from the Career Development Specialist Supervisor.

Supervisory Responsibilities:

None.

Essential Functions and Responsibilities:

- Responsible for administering the New Mexico Works Temporary Assistance (TANF) for Needy Families program.
- Must be well informed about various rules and regulations pertaining to the TANF program regulations and guidelines and related support programs available to qualifying participants,
- Responsible for identifying barriers to employment.
- Refer and follow through with agencies that can assist participants with barriers that have been identified.
- Create and implement a realistic Individual Responsibility Plan (IRP) that addresses employability planning, support services and that identifies resources for overcoming identified barriers.
- Provide intensive case management to assist participants in overcoming barriers that inhibit success in employment or training.
- Serve as an advocate for participant when necessary.
- Develop a mutual respect and partnership with the participant to achieve IRP goals.
- Track the progress of the IRP and modify it when necessary. Review IRP every six months or sooner. Update IRP as participant's activities change.
- Maintain regular participant contact to monitor all approved work activities.
- Conduct or make arrangements for home or site visits to be made as necessary to ensure that the participant is fulfilling their work activities and IRP.
- Cross-train in the Workforce Investment Act (WIA) program, as well as other federal programs for which participants may qualify.
- Responsible for all aspects of the participant's case. This is to include, but not limited to, arrangements for all supportive services, such as:
 1. Affordable Housing
 2. Domestic Violence Services

3. Substance Abuse Issues and Services
4. Division of Vocational Rehabilitation
5. Job Corps
6. GED Preparation
7. Adult Basic Education -Work-Based Literacy Preparation
8. Post-Secondary Classes, Financial Aid Procedures and Requirements
9. Workforce Investment Act Services
10. Department of Workforce Solutions Services

- Provides case and file management services including intake, assessment, developing IRP and Work Participation Agreements and documentation thereof both as hard copy and entry into the client database.
- Coordinate activities with other One Stop staff members who provide related services.
- Visit employers, Community Service sites, Work Experience sites ½ day per week or more outside of the office.
- Conduct vocational, occupational and employment counseling with groups and individuals
- Schedule and conduct workshops including Work Readiness and various re-employment services workshops (e.g. resume and cover letter writing, interviewing skills, coping with job loss/crisis management, job search techniques, keeping your job, etc.)
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education and/or Experience:

Case Manager I/Career Development Specialist must possess a minimum of one (1) year of experience in a human services related position. A Bachelor of Arts degree in human services, sociology, psychology, social work, education, guidance and counseling, etc. is required. Must possess a valid New Mexico driver's license.

Knowledge, Skills and Abilities:

The employee is expected to establish good professional relationships with employers, clients, and culturally diverse adult populations; to function in a highly energetic environment and possess strong computer skills. Must possess the ability to work with clients in workplace skills, prepare clients for jobs, and develop job opportunities. Excellent oral and written communication, interpersonal, and organizational skills are required.

Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, walk, sit and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms, climb or balance and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Approved by Mike Elrod, President
10/28/09