

## Eastern New Mexico University Ruidoso Branch Community College

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

**LOCATION(s):** NM 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 Workforce Investment Act (WIA) program
- Must be well informed about various rules and regulations pertaining to the WIA program, and related support programs available to qualifying participants,
- Identifying client barriers to successful employment
- Work collaboratively with area agencies to assist clients to access various services
- Create and implement a realistic Employment Development Plan (EDP) to address employability planning, support services and identify available resources
- Provide intensive case management assisting participants in overcoming barriers that inhibit success in employment or training
- Serve as an advocate for participants as needed
- Become knowledgeable about the federal WIA program regulations and guidelines.
- Cross-train in the TANF program, as well as other federal programs for which participants may qualify.
- Work in collaboration with agencies to achieve the goals stated on the client EDP
- Track client progress and modify as necessary, review progress of EDP a minimum of every six months, and update as necessary.
- 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, and 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:**

Must possess the ability to establish strong 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 to teach and develop workplace skills, prepare clients for job interviews, and develop job placements. Excellent oral and written communication, interpersonal, and organizational skills are required. Travel is required to successfully perform the duties of the position. Individual must possess a valid New Mexico driver's license.

#### **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, 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.