



JOB DESCRIPTION

CASE MANAGER

MISSOURI WORK ASSISTANCE

The leadership of Family and Workforce Centers of America (FWCA) has a history of serving the St. Louis community for over 30 years. FWCA has an immediate opening for **Case Manager** for the Missouri Work Assistance Program.

POSITION SUMMARY

The most important point of contact to facilitate the development of a collaborative, trusting relationship with each participant, ensure seamless service delivery, allow monitoring of all phases of program participation and ensure the participant progresses toward established training/career goals. Based on assessment findings, staff shall refer participants who exhibit special needs/barriers, as appropriate, for intervention/elimination of barriers to self-sufficiency.

Job Functions

- Assist all customers with high quality customer service and ensure all skill development services are introduced. **Will work with a caseload up to 200 participants.**
- Jointly develop the Individual Employment Plan (IEP) with the participant based on a completed personal inventory of acquired credentials, English proficiency, learning disabilities, physical/mental health and domestic issues, homelessness, legal matters, and others outlined herein, to facilitate service coordination and quality service delivery.
- Conduct, at a minimum, of three (3) times per month follow-up contact via phone, in-person visits, social media, and/or written correspondence to monitor participation, attendance, development and progress of MWA participants as well as obtain feedback from the collaborating entity and/or the participants to ensure they continue toward goal achievement, documenting information/actual hours of participation in MWA Case Management System, FWCA Database and paper files, as appropriate).
- Identify and refer customers for pre-employment training, educational development, skill-based training or immediate job placement, as appropriate and agreed upon via established IEP goals.
- Coordinate with additional staff and partners to ensure customer has access to tools and resources to achieve goals and program outcomes.
- Be accessible to communicate with each participant as often as is needed; thus, Coaches will have a flexible work schedule to accommodate participants before and after the normal 8AM-5PM business hour schedule.
- Provide recommendations to appropriate partner and community supportive service providers to eliminate identified barriers.
- Match individual participant's employment within participants' skill-specific training field of study within 30 days, based on IEP goals.
- Communicate effectively with all team members, management and customers.

Job Skills and Abilities

- Experienced in interacting with a diverse population.
- Must communicate effectively (both verbally and in writing).
- Must maintain thorough, detailed documentation and data input into MWA Case Management System and FWCA Database, weekly.
- Ability to understand and assess customer needs and assist in appropriate program/resource referrals.
- Superior Customer Service skills.
- Proficient in MS Word/PowerPoint/Outlook; MWA Case Management System experience is a plus.
- Other related duties as assigned

Job Qualifications

- Bachelor's Degree in Social Services, Human Services, or a related field of study and/or 3-5 years of social services or business experience working with the TANF population.
- Must have experience working in a demanding, fast-paced work environment.
- Must have excellent attention to detail.