



JOB DESCRIPTION

EMPLOYMENT/CASE MANAGER

POSITION SUMMARY

The Employment/Case Manager will report to the Program Monitor and ensure the case management, employment and training requirements are implemented to ensure successful participant outcomes in full partnership with the State of Missouri, FEMA, and local stakeholders to support the Spring Storms/Disaster Recovery Grant.

Job Functions

- Coordinate employment opportunities for participants.
- Comply with all current Office of Workforce Development (OWD) policies and program guidelines.
- Provide Disaster Relief Employment and Case Management for – at minimum – 60 participants, with a maximum of 2,080 hours, ensuring Wagner-Peyser program enrollment and WIOA Adult and Dislocated Worker eligibility guidelines adherence.
- Follow all guidance listed in the Missouri Disaster Jobs Program (DRJP) manual.
- Submit program reports, i.e. enrollment, employment, program completion and supportive services, as directed by the Program Monitor.
- Ensure accurate data entry of participants and services into MoJobs.
- Coordinate with Business Services to ensure coordination between Missouri Job Centers, partners and other community organizations.
- Manage employment opportunities, including employer outreach, contract compliance and connection to workforce resources to meet hiring requirements.
- Guide participants through screening, needed forms, training, employment and retention.
- Develop and maintain personal contacts with business, industry, labor and government representatives and job placement agencies.
- Critique and Advise/Instruct participant on job search techniques, application procedures.
- Maintain weekly contact with customers.
- Must maintain thorough, detailed documentation and data input into MOJOBS and
- Conduct eligibility screening in alignment with WIOA and DRJP guidelines
- Facilitate Wagner-Peyser (WP) enrollment and MoJobs registration
- Ensure all required documentation (ID, SSN, eligibility verification) is collected and properly maintained
- Complete and track WIOA application process
- Develop and maintain individual service strategies (ISS) or participant plans
- Identify barriers to employment and coordinate Supportive Services
- Coordinate participant attendance in orientation and training programs (OSHA, financial literacy, etc.)
- Ensure participants understand program expectations, workplace standards, and responsibilities
- Ensure all participant files meet audit and compliance standards

- Track participant progress, attendance, and outcomes
- Performs other job-related duties as assigned

Job Skills and Abilities

- Ability to motivate customers toward achieving desired goals.
- Ability to create a smooth transition for customers from workshops, education/skill-based training to employment.
- Ability to motivate customers toward achieving desired goals.
- 3-5 years' experience in case management or similar role.
- Ability to understand and assess participant needs and assist in appropriate program/resource referrals.
- Demonstrated ability to communicate effectively (both verbally and in writing).
- Must maintain thorough, detailed documentation and data input into MoJobs Database and FWCA Database, upon each contact with participant but no less than weekly.
- Demonstrated superior Customer Service skills.
- Proficient in MS Word/PowerPoint/Outlook; MoJobs Database 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 preferred, and/or 3-5 years of social services or business experience.
- Must demonstrate experience working in a demanding, fast-paced work environment.
- Must demonstrate excellent attention to detail.