



JOB DESCRIPTION

WIOA YOUTH PROGRAM - CASE MANAGER

The leadership of Family and Workforce Centers of America (FWCA) has a history of serving the St. Louis community for over 40 years. FWCA has an immediate opening for **WIOA Youth Program – Case Manager** for the Missouri Job Center (JC).

POSITION SUMMARY

Work and coordinate with Program Director and individuals for Workforce Innovation and Opportunity Act (WIOA) Youth programming. Responsible for meeting individuals (ages 14 – 24) at multiple sites, while establishing rapport and consistency. Assist individuals with a variety of educational and career focused activities, including work-readiness training, work experience, barrier removal, technology, and occupational training in multiple environments (schools, offices, worksites, etc.). Assist individuals in enrollment and exiting the program. The Case Manager can provide assessments, assist/refer for barrier mitigation, placement (educational institution, employment, and/or armed services), and goal completion. If individuals need additional aid, garner a connection to referral services and resources.

Job Functions

- Responsible for youth program duties (enrollment, placement, follow-up, and exit).
- Implement local policies and ensure program goals are achieved.
- Monitor caseload/individuals' activities and files (physical or electronic).
- Provide the most up-to-date information when available.
- Identify, assist or refer individuals as appropriate, for educational development, vocational education and training, job readiness/soft skills training, post-secondary education and/or immediate job placement.
- Submit reports providing individuals program status.
- Attend staff meetings and training (virtual or in person).
- Maintain contact with individuals to ensure progress towards achievements.

Job Skills and Abilities

- Experienced in interacting with a diverse population.
- Ability to multitask and meet important deadlines.
- Computer skills and data entry (e.g. Microsoft Suite, MoJobs).
- Able to effectively communicate verbally and in writing.
- Effective decision-making skills.
- Attention to detail (documentation).
- Ability to work independently and within a team.
- Working knowledge of WIOA Youth policies and procedures.

Job Qualifications

- Bachelor's or master's degree in business, social work, human services or a related field. 5-7 years of business, social work, human services or WIOA workforce experience.
- Experience working in a demanding fast-paced environment.