



JOB DESCRIPTION

CASE MANAGER

OUT OF SCHOOL YOUTH II PROGRAM

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 Out of School Youth II Program.

POSITION SUMMARY

Responsible for welcoming all participants to the site while establishing rapport and exude professionalism through high quality customer service. Give an overview of FWCA services, locations, hours of operation and the Out of School Youth II (OSY-II) program benefits, responsibilities and guidelines. Assist jobseekers with a variety of skill development activities, including basic skills, work-ready skills, technology and occupational-specific skills in a friendly and professional environment. Assist jobseeker in developing an Individual Employment Plan (IEP) that outlines education/training and career goals and measurable steps toward goal achievement. Case Manager will determine customer eligibility, administer intensive assessments and provide skill development support. Will explain and connect customer to the OSY-II services and resources for barrier mitigation. Complete all required client documentation in Toolbox and in-house systems in compliance with intra-agency, federal, state and local requirements.

Job Functions

- Assist all customers with high quality customer service and ensure all skill development services are introduced.
- Complete required initial participant documentation in MOJOBS and FWCA database
- Assist jobseeker in developing an Individual Employment Plan with realistic educational/training and career goals.
- Administer enrollment testing, assessments and provide results to Remediation to assist in SS development.
- Identify and refer participants, as appropriate, for educational development, vocational education and training, job readiness/soft skills training, post-secondary education and/or immediate job placement as agreed upon via established SS goals.
- Organize, coordinate and maintain accurate customer records in MOJOBS and FWCA database and keep vital documentation of participants locked in cabinets prepared for in/external monitoring
- Maintain biweekly meetings with OSY-II participants via in-person, phone, social media and/or mailings to ensure progress toward established goals and for possible referral to supportive services, as appropriate to ensure guideline compliance and participant goal achievement.
- Understand OSY-II Policy and Process Design and all related information.
- Maintain a liaison between FWCA, collaborative partner and referral agencies for access to tools and resources and program achievement.

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 MOJOBS 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; MOJOBS 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.
- Must have experience working in a demanding, fast-paced work environment.
- Must have excellent attention to detail.