



# Cincinnati-Hamilton County Community Action Agency

*We help make things happen*

## **JOB DESCRIPTION**

**ARRA Grant Funded**

**ARRA Grant Funded (Ends Sept 30, 2010)**

**POSITION TITLE:** PTAM Case Manager  
**DEPARTMENT:** Community Services  
**HIRING RANGE:** \$13.21 - \$16.18 per hour  
**WORK HOURS:** 8:00 a.m. – 5:00 p.m., Mon-Fri., 80 hours bi-weekly, requires evenings and weekends

**FLSA STATUS:** Exempt

**PAY GRADE:** (6)

**LOCATION:** Cincinnati-Hamilton County Community Action Agency (C-HCCAA)  
1740 Langdon Farm Road  
Cincinnati, Ohio 45237

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### **POSITION SUMMARY:**

Coach job seekers to guide them in resolving barriers to employment and to link them with supportive services. Assists with action planning and problem resolution to produce program outcomes in compliance with program regulations. All duties are performed in accordance with CAA policies.

### **ESSENTIAL JOB FUNCTIONS:**

Under General Supervision:

1. Recruits, conducts program intake and schedules work-key assessments for potential program participants.
2. Completes assessments to help participants identify strengths and areas of growth.
3. Assist participants in establishing goals and action plans to produce desired results.
4. Coach participants in problem solving behavior that will help remove barriers to employment.
5. Remains knowledgeable of available supportive services and provides links to participants when need.
6. Works with program team members to match the identified skills of program participants with qualifications of jobs.
7. Maintains contact with participants post employment to assist with problem resolution as needed and to reinforce skills learned during program training with techniques such as role playing.
8. Provides participants with resource information as participants develop new goals post employment.
9. Assists team with mandatory verification of participant's employment.
10. Prepares and maintains case progress notes concerning program participants.
11. Completes appropriate documentation in participant files, as well as codes outcome data into MIS system, and prepares reports as requested.
12. Provide case management services with high quality service and confidentiality for the program participants.
13. Performs all other duties as assigned.

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**WORK ENVIRONMENT:**

Typical office environment, with minimal exposure to excessive noise or adverse environmental issues.

**QUALIFICATIONS AND REQUIREMENTS:**

The incumbent must:

1. Hold a Bachelors Degree in Social Services or a related field from an accredited college or university, or five (5) years case management experience.
2. Have two (2) years case management experience focusing on employment support and/or linking adult participants with resources.
3. Experience in supporting unemployed and underemployed members of the community.
4. Knowledge of Workforce Development network within Cincinnati and Hamilton County.
5. Proven ability to identify factors causing or resulting in unemployment and underemployment.
6. Proficient computer experience in Microsoft Office Software Applications.
7. Experience working with a diverse population including low to moderate income families.
8. Demonstrated ability to multi-task, prioritize duties and meet deadlines.
9. Effective written and oral communication, organizational and interpersonal skills.
10. Be able to meet the following physical requirements, with or without reasonable accommodation:
  - a. Use hands to manipulate, handle, feel, and control items or equipment;
  - b. Talk and hear;
  - c. See and be able to read, write, and interpret written documents;
  - d. Occasionally lift and move objects weighing up to 15 pounds.

**ORGANIZATIONAL STRUCTURE:**

Reports to: Training Coordinator

Manages: None

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