Community Action Agency
CINCINNATI | HAMILTON COUNTY

***Phone**: (513) 569-1840 * **Fax**: (513) 569-4354 * **Website**: www.cincy-caa.org*

JOB DESCRIPTION			
Position Title:	Case Manager-CCMEP	**FLSA Status:**	Non-Exempt
Division:	Community Services	**Pay Grade:**	7
Work Hours:	8:00 a.m. – 5:00 p.m., 80 bi-weekly, requires evenings and weekends	**Revision Date:**	May 2016

Work Location:
Cincinnati-Hamilton County Community Action Agency * 1740 Langdon Farm Road * Cincinnati, Ohio 45237

POSITION SUMMARY

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

ESSENTIAL JOB FUNCTIONS:

Under General Supervision:

1. Completes assessments to help participants identify strengths and areas for growth.
2. Assists participants in establishing goals and action plans to produce desired outcomes.
3. Coach participants in problem solving behavior that will help remove barriers to employment.
4. Remains knowledgeable of available supportive services and provides links to participants when needed.
5. Works with team members to match the identified skills of program participants with qualifications of jobs.
6. 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.
7. Provides participants with resource information as participants develop new goals post employment.
8. Assist in facilitating employment support groups
9. Assists team with mandatory verification of participant employment.
10. Participates in the activities of committees as assigned.
11. Completes appropriate documentation in participant files and prepares reports as requested.
12. Provide case management services with high quality service and confidentiality for the program participants.

The above statements are intended to describe the general nature and level of the work being performed by staff assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Additionally, C-HCCAA management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

QUALIFICATIONS AND REQUIREMENTS

The incumbent must have:

1. Bachelor degree in Social Service or a related field from an accredited college or university, or Five years case management experience.
2. Two (2) years social service 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 diverse populations 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. Attendance at the assigned work site s required.
11. A valid driver's license must be maintained throughout employment with CAA.
12. Valid automobile insurance must be maintained throughout employment with CAA.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job with or without reasonable accommodations.

WORK ENVIRONMENT: Includes both a typical office environment, with minimal exposure to excessive noise or adverse environmental issues, and local travel, including exposure to heat, cold, inclement weather conditions, and occasional environmental hazards.

PHYSICAL DEMANDS:

a. Use hands to manipulate, handle, feel, and control items or equipment;
b. Walk, bend, kneel, and reach;
c. Conduct both outdoor and indoor activities, in both warm and cold temperatures;
d. Talk, hear, and communicate with clients;
e. See and be able to read, write, and interpret written documents.

ORGANIZATIONAL STRUCTURE:

Reports to: CCMEP Supervisor
Manages: None

Cincinnati-Hamilton County Community Action Agency is an Equal Opportunity Employer. The Functions, Qualifications, Requirements and Physical Demands listed in this job description represent the essential functions of the job, which the incumbent must be able to perform either with or without reasonable accommodation. The listed Job Functions do not necessarily include all activities that the incumbent may perform.

Your employment with the Cincinnati-Hamilton County Community Action Agency is entered into voluntarily or "at-will," meaning that both you and the employer may end the employment relationship with or without reason, cause or notice unless otherwise prohibited by law. You are free to terminate your employment at any time, with or without cause. Similarly, C-HCCAA has the right to terminate the employee's employment, or otherwise alter an employee's position, duties, title or compensation at any time, with or without cause or notice. Therefore, the only employment relationship that exists is one terminable **at will** by either the employee or C-HCCAA.