

Angel of God Resource Center, Inc.
Case Manager Job Description

Position Title: Case Manager

Reports to: Project Director and work with Enrollment Clerk

Job Posting Date:

Positions Description:

Case Manager will be responsible for providing support and career guidance to young adults (ages 16-24) in the AOGRC-IYIP to enhance young adult engagement, short term and support their long- term success. S/he will also represent AOGRC-IYIP to and develop referral relationships with key stakeholders, including community based organizations, who serve young adults with prior or current criminal convictions, to grow pipelines of young adult participants for AOGRC-IYIP's services. S/he will also work closely with AOGRC-IYIP staff, sharing best practices and new and innovative ways to work with at risk and disenfranchised young adults that support AOGRC-IYIP in improving participants 'engagement and retention.

To compassionately engage and coach clients towards successful reentry using a risk based case planning model. **Responsibilities:**

- Assist with the management of AOGRC-IYIP's programs for young adults, including outreach, recruitment, engagement, case management review and intervention, crisis response, follow-up, coordination of care, and referral services
- Screen referred young adult participants for program eligibility
- Support the Intake Department with participant intake, orientation scheduling and coordination, and identification of participants' vocational interests and needs
- Assist with preparation and implement activities and programming for young adults; facilitate office and field workshops and classes as needed
- Manage caseload of 25 and include interviewing up to 35 young adult participants
- Facilitate case management intervention sessions and case conferences for young adults who are having difficulties advancing through AOGRC-IYIP's job readiness program; develop goals and individualized plans of action for, employment applications, resume and cover letter development, interview preparation, job search and retention skills, and budgeting and financial planning
- Regularly review caseloads to ensure that appropriate follow-up occurs, including comprehensive aftercare
- Collaborate with AOGRC-IYIP's Services team to build and maintain relationships with local service providers and program partners, including the Department of Probation, law enforcement, faith leaders, stakeholders and community-based organizations via field outreach and networking
- Keeps accurate records and prepares periodic reports for stakeholders
- Provide all services in a culturally competent manner that is responsive to the needs of justice involved youth
- Respond to general inquiries and assist in resolving client crises, as necessary
- Make client referrals for service to community based organizations
- Ability to build and maintain community partnerships
- Ability to work independently in a mobile environment
- Assist in coordinating donations from local community partners

- Attend organizational and community based meetings as required to ensure appropriate service delivery
- Follow up with client on their employment status and communicate the availability of case management services and track outcomes
- Create and manage client files according to agency policy and procedure □ Document all services provided in ISP (Individual Service Plan).
- Develop Individual Service Plan, obtain, track and disseminate resources, and incentives such as transportation assistance, gift cards, and personal care items
- Respond to students' correspondence
- Assist with informational forums within the community and community partners □ Identify best practices to ensure effective service delivery
- Assist in the training and orientation of AOGRC Staff, volunteers, and Interns as requested
- Must know how to navigate on the computer

Job Coaching

- Guide and coach participants in key preparatory activities tied to employment, including writing professional resumes, networking, and mock interviewing
- Use motivational interviewing techniques as appropriate to help guide participants to goal achievement; Ability to inspire others to reach their goal and platform to be the best
- Maintain weekly contact with participants to track their progress to interview readiness
- Facilitate group sessions and workshops to build employment readiness skills
- Build positive relationships with criminal justice partners in various settings, including parole bureaus and correctional facilities

Administrative

- Monitor and assist with class attendance
- Maintain contact with worksite supervisors regarding participant daily performance and record status
- Produce monthly progress summaries for each participant
- Perform other tasks and responsibilities that will be assigned from time to time

Qualifications and Competencies:

- Demonstrated commitment and enthusiasm for AOGRC-IYIP's mission and interest in working in a fast-growing, results-oriented nonprofit environment
- Bachelor's degree and 1-3 years of experience working with at risk populations preferred:
- Experience with team and relationship building; ability to foster and maintain high morale and results
- Excellent interpersonal, verbal, and written communication skills; ability to collaborate, liaise, and negotiate with multiple constituencies and departments
- Ability to communicate effectively with people of diverse cultures and backgrounds
- Must be able to set and work towards ambitious goals, problem solve and perform basic data analysis
- Must be an effective public speaker; experience developing content for and leading workshops preferred
- Work toward achieving aptitude and ability with the Google Suite, Microsoft Excel and PowerPoint
- Flexibility to travel various times between our 14527 S Halsted Street, Chicago, IL and 2622 West Jackson, Chicago, IL Sites

- Ability to navigate the computer (demonstrated word processing skills, ability to use the Internet)
- Strong prioritization and time management skills
- comfortably adapt content and/or style to meet the needs of participants
- Demonstrated ability to learn and facilitate curricula quickly and with accuracy
- Experience providing feedback to help clients strengthen knowledge and skills
- Ability to inspire others to reach a goal and perform to the best of their ability
- Ability to take into account and analyze various points of view and pieces of data to form a perspective appropriate to a particular context
- Ability to identify problems early on and provide support as needed