

***Employment and Transportation Case Manager  
Job Description***

Reports to: Employment and Transportation Services Coordinator  
Employment Classification: Non-Exempt Updated: June 2021

***JOB SUMMARY****:* The Employment and Transportation Case Manager will coordinate employment opportunities, education and training, and other support services for individuals with multiple barriers to employment, as well as provide appropriate employment services to assist the job seeker with obtaining and sustaining employment. The Employment and Transportation Case Manager will also provide support to the Volunteer Transportation Program (VTP) participants.

***Essential Job Functions:***

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| * Provide Employment Services to enrolled clients and implement an Employment Plan that includes goals and strategies to obtain and sustain employment. * Provide ongoing case management to assist participants with overcoming barriers to their employment goals, and coordinate with program partners and other community resources as needed. * Work closely with VTP participants to develop and implement strategies to eliminate transportation barriers. * Provide job development services to program participants, including job search assistance, completing employment applications, resume development, job interview preparation, etc. * Implement critical soft skills training such as, attitude in the workplace, professionalism, communication, problem solving, critical thinking and teamwork. * Provide the necessary tools to clients to become quality employees to support local economic development efforts among companies within regional growth industries. * Work closely with Transportation staff to ensure VTP and Employment Pathways participants have access to reliable transportation to and from work and/or medical appointments. * Maintain all written information for complete case records. * Assist in the preparation of monthly, quarterly, and yearly reports. * Attend all meetings and trainings as requested by immediate supervisor, which can include evening meetings and out-of-town travel. * All other duties and responsibilities as assigned by the Employment and Volunteer Services Director, Deputy Director Executive Director. |

***Supervisory Responsibilities:***

The Employment and Transportation Case Manager has no supervisory responsibilities.

***Qualification Standards:***

The Employment and Transportation Case Manager must meet the following minimum qualifications:

* Associate’s degree in Human Services or related field preferred. (Did we change the requirements within the agency form a Bachelors degree
* Two years of experience in case management to low-income individuals and individuals with disabilities, preferably in workforce development.
* Strong written and verbal communication skills, organization, conflict resolution and computer literacy.
* Clear understanding of education and employment systems and resources within Cayuga County.
* Familiarity with the local community and local agencies. Ability to communicate and facilitate discussion with diverse people including businesses, customers, and Career Center Partners.
* Knowledge of Job Readiness Training, teaching/leading groups and presentation skills.
* Ability to travel in local communities, participate in local community, statewide and/or national coalitions, trainings, and conferences.
* Ability to work independently; self-initiate and prioritize duties, self-monitor performance.
* Ability to manage, foster and facilitate relationships; ability to apply tact and diplomacy to facilitate resolution to potential problems or barriers.
* Natural resourcefulness and desire to help build a better system and promote change.
* Ability and willingness to develop trust and interpersonal relationships with clients.
* Ability to collaborate with a wide range of service providers.
* Ability to build positive rapport and communicate effectively with clients and the ability to maintain clear and professional boundaries with clients.
* Strong skills in time management, multi-tasking, communication, teamwork and good memory for detailed information.
* Working knowledge of computer systems and ability to learn and work with various software programs.
* Must have good writing administrative, organizational and communication skills to include effective interviewing techniques.
* Experience, knowledge and training necessary to assess the needs and capabilities of the client.
* Ability to recognize and understand the causes of poverty and the conditional and environmental effects of poverty.
* Ability to relate to all socio-economical segments of the community and work well with both professional and non-professional individuals.
* Must have reliable transportation and a clean, valid NYS driver’s license.

***Equipment, Machines and Software Used:***

Ability to operate a computer, use the internet for program and community resources, printer, telephone, scanner, calculator, photocopier, fax machine, and calculator.

***Physical and Mental Requirements:***

* Ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
* Close mental and visual attention required to perform work dealing primarily with preparing and analyzing data and figures, using a computer terminal, and/or extensive reading.
* While performing the duties of this position, the employee is regularly required to sit for extended periods of time, stand, walk, talk, hear, reach, use hands to finger, grasp, handle, or feel, and perform repetitive motions of hands and/or wrists.

***Environmental Conditions:***

Work is performed in an office environment where there is no substantial exposure to adverse environmental conditions.

***Employer’s Disclaimer:***

1. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
2. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job- related duties requested by their supervisor. Furthermore, the company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
3. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.