

# Case Manager - Employment 1st (Bilingual) - Temporary

- Full-Time
- Rate: \$14 USD per hour
- Colorado Springs, CO, United States

## QUALIFICATIONS

Bachelor Degree in Business, Human Services or related field; may substitute equivalent training and experience. Minimum two years experience within the Human/Customer Services field.

## OTHER REQUIREMENTS/PREFERENCES

It is preferred that the Employment 1st Case Manager reside in the County they are supporting. The Case Manager shall have excellent written and verbal communication skills, write clear, concise and accurate reports and plans, and submit them in a timely fashion. The incumbent must demonstrate the ability to interact with various types of internal and external customers, management, staff members as well as other community agencies in a culturally respectful and appropriate manner. The incumbent must be self motivated, possess excellent time management skills, have the ability to work independently as well as cooperatively, and to exercise effective planning while working with the pressure of deadlines.

The Employment 1st Case Manager I must maintain operational proficiency on the automated data processing system. Must be flexible, able to motivate clients and utilize effective negotiating and counseling techniques. The incumbent must also conduct self in a professional manner and maintain a professional appearance that enhances the firm's reputation. The Employment 1st Case Manager I must have experience speaking effectively to various small groups in a presenting/informative role. Position requires sitting for extended periods and using a computer keyboard for a minimum of four hours each day.

The incumbent will be expected to maintain confidentiality regarding agency and client records and information. A valid Colorado driver's license without a history of violations is also required. Overtime and/or weekend hours may be required when necessary as well as some travel to attend meetings and required training.

## KEY RESPONSIBILITY AREAS {Essential Functions}

### Employment First Program and Case Management

The Employment 1st Case Manager I will develop/possess a working knowledge of Employment First procedures and Food Assistance regulations, as well as exercise the ability to implement them within the guidelines established by the Colorado State Employment First Office and the El Paso County Department of Human Services (DHS). The incumbent is responsible for communicating on a routine and consistent basis with all Career Development Center (CDC) coworkers, supervisors, DHS staff, and State Employment First personnel. The Employment 1st Case Manager I is responsible for conducting all interviews and assessments in a professional and timely manner and in such a way that the rights and dignity of the clients are preserved. The Employment 1st Case Manager I will identify significant barriers, supply appropriate job leads, and offer applicable community agency referrals to participants.

### Client/Program Tracking and Report

The Employment 1st Case Manager I must maintain complete and accurate records and statistical data for each case, as required. In addition, the Employment 1st Case Manager I must complete all necessary and required program documentation and reports. The Employment 1st Case Manager I is responsible for developing and possessing a working knowledge of the Employment First and Food Assistance Office automated system, as well as exercising the ability to utilize the automated system within the guidelines established by the Colorado State Employment First Office and the Department of Human Services. The Employment 1st Case Manager I will also report all Food Assistance/Employment First Participant case changes to the appropriate County Food Assistance Technician and complete the data entry within the required time periods. The incumbent will authorize and enter transportation expenses into the CBMS computer system. Keep accurate records of jobs obtained, utilizing direct contacts, CBMS, collateral contacts and other means to obtain information.

### **Relationship Management**

The Employment 1st Case Manager I will communicate routinely and consistently with all CDC co-workers, supervisors, DHS and State staff, and coordinate with other involved community agencies and support personnel. The incumbent will demonstrate a high level of customer service with all clients. The incumbent will keep the Manager informed of progress, considerations, and pertinent information as well as any issues that may arise. The Employment 1st Case Manager I shall participate in in-service training sessions. The incumbent will deal effectively and calmly with non-routine situations following accepted guidelines. The Employment 1st Case Manager I will assist with special projects, serve on committees as needed, attend all pertinent staff and other meetings as required and perform other duties as required by the Employment First Program Manager.

### **Research and Industry Involvement**

The Employment 1st Case Manager I is required to research in order to keep skills and knowledge updated by reading trade journals, various appropriate Intranet and Internet sources as well as print media as needed to be aware of trends, theories or initiatives within Food Assistance, Employment First and other applicable programs and services. The incumbent will maintain a working and current knowledge of all laws, regulations, policies, directives, systems forms and available professional material pertaining to and applicable to this position. The incumbent will seek out ideas and stay current with trends in new software, tools and resources available. The Employment 1st Case Manager I must also maintain a working and current knowledge of Discover Goodwill's policies and procedures as well as community resources, services available through the Business Center, and all classes offered through partnering agencies.

**Discover Goodwill of Southern & Western Colorado is dedicated to employing and advancing individuals with disabilities and/or protected veterans, and to treat qualified individuals without discrimination on the basis of their physical or mental disability or veteran status.**

Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.

## **Qualifications**

## Education

### **Preferred**

Associates or better in Business Administration or related field.

Bachelors or better in Business Administration or related field.

## Experience

### **Required**

A valid Colorado driver's license without a history of violations is also required.

**2 years:** Human/Customer Services field

### **Preferred**

Spanish Bilingual

## To Apply

Visit [www.discovermygoodwill.org/jobs](http://www.discovermygoodwill.org/jobs) to complete the online application, submit a resume and a cover letter.