



Case Manager

One-Stop Career Center

(Categorically Funded)

POSITION

Under the supervision of the Director of the Tri-Cities One Stop Career Center, the One-Stop Case Manager will provide case management, career education services and job search assistance to One-Stop Career Center customers. Some evening, weekend and travel may be required.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

- Provide career education services to center customers.
- Assist customers in accessing the many resources and services of the One-Stop, and provide referrals to partners and other community agencies when appropriate.
- Recruit, assess and enroll customers into the Workforce Investment Act (WIA) program, assist them in the creation of an Individual Employment Plan, job search and placement services, follow-up and job retention information to clients.
- Deliver and interpret assessment tests.
- Conduct job search workshops on and off-site. (Examples of workshops include: Job Search, Career Exploration, Resume Writing, Letters of Correspondence and Interview Preparation).
- Track client use of the One-Stop Career Center and manage their case notes in the Statewide system.
- Provide outreach services to market the program and recruit customers, including oral presentations to dislocated workers, community groups, employers, etc.
- Proofread customers resumes, letters of correspondence, and other application materials needed for a successful job search.
- Assist with the coordination and implementation of annual Job Fairs.
- Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION GUIDELINES

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: BA Degree in Psychology, Sociology, Social Work or related field.

Experience: Experience providing career education services (i.e., jobs search workshops, career counseling, assessment testing) and working with unemployed populations. Experience working in the WIA program.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment.

NOTE: Continuation of this position is contingent upon continuation of categorical funding and satisfactory performance evaluation.

Date Revised/Written: revised December 11, 2007

Board Approved:

Union Approved: December 11, 2007