



Job Title: **Case Manager**

Position reports to: Program Manager

Overall function: The Case Manager is responsible for providing comprehensive guidance, support and linkage services for *Technical Opportunities Program (TOP)* participants. The Case Manager will monitor participant progress, provide counseling and connect to support services as needed to promote retention and facilitate transition to the nontraditional workplace.

Areas of responsibility include:

1. Providing individual case management and career counseling including the development of career plans, including goals, activities, and services needed.
2. Providing support services for TOP participants, including: identification of available services and eligibility requirements, establishment of relationships with providers, revisions to CWIT's resource guide, and coordination of referral and follow-up with participants, service providers, and employers.
3. Working with the Job Developer to provide career guidance, support students in navigating apprenticeship program application processes, assist with resume and interviewing preparation, organize tutoring/study sessions and identify candidates for referrals to apprenticeship programs and/or employment.
4. Participate in developing and delivering workplace readiness curriculum.
5. Participating in applicant screening and program decision-making processes.
6. Creating and maintaining participant files in both electronic and hard copy form in cooperation with other team members.
7. Conducting follow up and continue to provide counseling, support services and other interventions as needed to promote placement and retention.
8. Facilitating mentorship and organize networking, job club and other activities that promote community and mutual support among participants and members.
9. Maintaining electronic and physical files, ensuring complete eligibility documentation, service records, case notes, and documentation of benchmarks achieved.
10. Assessing and tracking client progress and preparing reports on service provision as needed.
11. Participating in CWIT events and presentations as requested.

Qualifications:

At least one year of work experience in an agency devoted to workforce development issues and services. At least one year of work experience in providing case management and counseling services. At least one year of work experience in a setting characterized by socioeconomic, ethnic, and/or racial diversity. Minimum BA degree, or equivalent experience. Ability to maintain comprehensive records to document delivery of client services. Active-listening skills for learning about client needs and providing appropriate advice and support. Excellent presentation and communication skills for participating in CWIT presentations, job fairs, and other public or collaborative meetings. Reliable time management skills. Ability to take initiative within a team environment. Commitment to women's social and economic equity. Flexibility to work some evenings and

weekends. Ability and willingness to travel throughout Northeastern Illinois. Ability to thrive in a diverse work environment.