



**Position Title:** Support Specialist/Case Manager

**Reports to:** Support Services Manager

**Position Summary:** The Support Specialist/Case Manager holds significant responsibility for shepherding a young person through each component of the Hope Builders program model. This individual uses a biopsychosocial framework that integrates various interventions to improve a participant's social and emotional health and address their personal and environmental challenges. The Support Specialist/Case Manager engages participants in developing a customized plan and goals to address social, emotional, mental, and environmental challenges that serve as barriers to securing and retaining quality employment. This occurs through one-on-one support meetings, life skills groups, referrals, and advocacy. This individual works collaboratively with an interdisciplinary team to assist the participant to overcome barriers to employment and education and achieve Hope Builders outcomes of workforce preparedness, life, and economic stability.

## **Key Responsibilities**

### ***Comprehensive Case Management Duties***

- Provide comprehensive support services to participants based on assessment; conduct follow-ups, teach life skills workshops, and facilitate support groups with emphasis on addressing barriers to employment, education, and life stability such as, drug, alcohol, criminal/legal issues.
- Work with the Support Services Manager to develop and refine curriculum that supports the ability for program participants to achieve workforce readiness and secure a quality job.
- Provide guidance, resource, referrals, and coaching to help participants obtain and retain employment successfully or achieve an advanced certification or credential.
- Work with Program and Employment Services staff members to comprehensively assist participants, identify and reduce barriers to employment.
- Provide clear feedback to participants regarding work-readiness, boundaries, and expectations.
- Provide crisis management as needed; make linkages for interventions as appropriate.
- Work with an interdisciplinary team to deliver workforce ready youth and achieve individual and departmental deliverables which support organizational level outcomes.
- Maintain timely and accurate case notes, and a high level of ethical conduct.
- Other duties as assigned.
- **Position Deliverables**
  - 75% of enrollments achieve workforce readiness
  - 100 % weekly contact rate with trainees
  - 80% of Trainees score an 85 or above on Career Launch Target at the end of training period
  - 90% Goal completion rate
  - 80+ Net Promoter Score on exit survey

## **Qualifications**

- Proficiency with technology platforms including Microsoft Office; Experience working with web- based data management software and/or new technology, required.
- Experience supporting a learning agenda through data, reporting, data analysis, and usage.
- Experience with data entry and collection and data reporting tools and techniques.

- Ability to form and sustain appropriate adult-based relationships.
- Effectively assess and execute the following: guiding, supporting, confronting, and advising
- High level of self-management and organization.
- Use time effectively and focus on details.
- MSW or MA in Social Work or Counseling, preferred; equivalent work experience accepted
- A minimum of two years of related experience.

### **Additional Requirements**

- Must have a valid CA Driver's License, reliable transportation, and meet state required automobile insurance minimums
- Strong written and oral communication skills
- Excellent organizational skills, ability to self-start, and prioritize tasks
- Ability to work with frequent interruptions, and changes in workload priorities
- Ability to sit at a desk or computer for extended periods
- Ability to lift at least 20 pounds and go up and down stairs throughout the day
- Demonstrates competencies in line with the core values that are the foundation of all activities performed by employees to achieve the mission of Hope Builders

### **Compensation and Benefits**

This is an hourly, full-time position. Salary range is \$29-\$32 an hour related to experience. Full medical, dental, and vision benefits are offered. Additional benefits available including 401(k) retirement plan. Full time position at 40 hours a week.

**HOW TO APPLY:** Please send your resume and supplemental documents to Edith Guefroudje at [eguefroudje@tsjhopebuilders.org](mailto:eguefroudje@tsjhopebuilders.org).