

Youth Case Manager

Job Summary

The ideal candidate shall coordinate all required Workforce Opportunity Innovation and Opportunity Act (WIOA) Youth Program elements and activities to ensure that youth participants attain their program goals and objectives as outlined with the support of the Youth Case Manager, and indicated in the youth's Individual Service Strategy (ISS).

Essential Duties and Responsibilities

- Manages a caseload of young adults (16-24) per WIOA youth regulations and elements
- Provides guidance and support to youth participants seeking to increase work readiness, leadership development, training services, and academic support to meet WIOA performance indicators
- Conducts outreach and recruitment efforts; attends community outreach events
- Develops and maintains contacts with community-based organizations and education institutions for outreach, recruitment, and positive public relations
- Collects intake documentation, and maintains documentation regarding the appropriateness of clientele for youth programs before service delivery; ensure proper signatures as required on all forms, entering all necessary information into the statewide database system and documentation in the participant's file
- Conducts monthly contacts and gathers status updates and documents in the statewide database
- Administers assessments and assists youth participants in developing an Individual Service Strategy
- Responsible for meeting with, contacting, and providing ongoing services to caseload
- Facilitates placement into full-time employment as identified through the ISS
- Delivers and documents support services to overcome barriers to education and employment
- Refers participants to appropriate service referrals for needs outside of the scope of WIOA
- Develops and delivers presentations to schools and community organizations to increase awareness of available services and program requirements
- Presents information to potential participants regarding available services and eligibility requirements of the WIOA program and other youth-funded grant initiatives
- Performs other duties as assigned

Knowledge, Skills, and Abilities

- Collaboration across partners as it pertains to shared clientele
- Excellent Customer Service skills required in all phases of work with participants, schools, and employers
- Exercise professional judgment, discretion, confidentiality, and sensitivity in all communications
- Ability to work well with individuals facing multiple barriers; must possess cultural sensitivity
- Ability to act effectively as a liaison to relevant employers and organizations on behalf of WIOA participants
- Ability to manage multiple projects and competing deadlines
- Ability to analyze basic skills and assessment results, interpret results and assist youth in making decisions
- Communicates clearly and concisely both orally and in writing
- Establish, maintain, and foster positive and harmonious working relations with youth participants

Qualifications

- **Experience:**



- Three (3) years of case management or related experience working with young adults
- Three (3) years of experience working with statewide database and document management systems

OR

- **Education:**

- A Bachelor's Degree from an accredited college or university in Career Counseling, Educational/Guidance Counseling, Human Services, or a related field

- **Other:** Bilingual in English and Spanish preferred

Apply to Wil, Edmond at christina@mhgnb.com.

Travel: *Regular local travel is expected of the position for meetings and youth monitoring visits*

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