

## JOB DESCRIPTION

**JOB TITLE:** CASE MANAGER II  
WIA TITLE I PROGRAMS

**JOB NUMBER:** OC3008

**FLSA STATUS:** Non-exempt

**CLASSIFICATION:** Professional

**REPORTS TO:** Center Manager

**SUPERVISES:** No

### JOB PURPOSE:

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Determine eligibility and maintain client files
- To determine eligibility for all interested adults, dislocated workers and/or youth.
- To provide all clients job search assistance
- To provide individualized case management
- To provide Guidance and Counseling to all clients
- To provide an extensive assessment of each client
- To develop with the client a service strategy which includes goals of the client
- To ensure that each client obtains the training and education appropriate for success
- Develop strong business contacts within all communities served
- To contact employers and develop plans to employ and train clients
- To maintain accurate client files and records according to program guidelines
- To ensure that each client moves into unsubsidized employment
- To complete follow-up reports
- To accurately determine cost for training, work experience, and/or supportive services
- Submit all necessary forms, bills, invoices, and other paperwork
- To perform other duties as assigned

#### QUALIFICATIONS:

- **Experience, Competencies, and Education**
  - College degree preferred but a combination of work experience and education may be considered a substitute for educational preference.
  - Good written and verbal communication skills
  - Strong organizational and time management skills
- **Language Skills**

Ability to read, analyze and interpret most complex documents relating to federal regulations under WIAA guidelines. Ability to respond effectively to the most sensitive inquires or complaints.
- **Mathematical Skills**

Ability to perform basic mathematical equations
- **Reasoning ability**

Ability to apply principles of logical thinking of a wide range of practical problems.  
Ability to deal with a variety of abstract or concrete variables

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Effective date: 6/13/07

Replaces:

THIS IS NOT AN EMPLOYMENT CONTRACT AND DOES NOT ALTER ANY EMPLOYEE'S AT-WILL EMPLOYMENT STATUS.

**Goodwill Industries of the Valleys helps people in our community have a better life through work and independence.**

- **Other**

**CERTIFICATES, LICENSES, REGISTRATIONS CCOUNTABILITIES AND MEASURES:**

**ACCOUNTABILITES AND MEASURES:**

- Accomplishment of assigned tasks
- Ability to maintain all client records and other documentation pertinent to the position in a timely and accurate manner
- Ability to build and maintain effective relationships with disabled and disadvantaged individuals, staff, employers, agency representatives, families, and other service providers.
- Ability to coordinate activities for program participants with employers.
- Ability to work independently, be flexible and dependable, and demonstrate initiative and creativity.
- Ability to perceive and evaluate progress and problems areas for the program and assigned personnel using problem solving skills and available resources.
- Ability to develop goals, objectives, policies and procedures that support the program, participants and community employers.
- Ability to develop outcome measures for the program and ability to track/compile data, assuring that program goals and outcomes are attained for the program and program participants.
- Ability to manage the program assuring compliance with all necessary standards, rules and regulations.

**AMERICANS WITH DISABILITIES SPECIFICATIONS:**

- **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch or crawl; talk or hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee may be required to drive and transport clients.

- **Work Environment**

Work environment characteristics describe here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is not normally exposed to weather conditions.

The noise level in the work environment is usually low to moderate.

**RECEIPT OF JOB DESCRIPTION:**

My supervisor has reviewed this job description with me. Meeting the qualifications as required, I understand and agree to perform the duties as described. A copy of this description has been given to me.

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\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

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