



Job Title: Lead Case Manager
Exempt: No
Position Start date: June 2022

DESCRIPTION

The Lead Case Manager (LCM) is responsible for coordinating and developing overall program components to ensure successful student outcomes for program participants. The LCM is responsible for development and management of individualized training and employment plans for program participants, and referral of program participants to a variety of community resources and student services that can help lower their barriers to succeed, graduate, and become employable and successful in college or post-secondary technical training. In addition to ensuring wrap-around support services are provided to each student focused on successful outcomes the LCM will coordinate meetings and build capacity with the case management team. Student services include basic needs, social-emotional support, and other relevant services to ensure success. The ideal candidate will be a dynamic and positive individual with proven leadership abilities, as well as the ability to establish constructive relationships with youth and maintain professional standards of the program.

SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from the Director of College, Career and CTE
- Exercises coordination and support for assigned staff, program participants and volunteers.
- Works as a team member with academic teaching staff (JMCS) and Rancho Cielo Vocational Education Instructors

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- Assists with the planning, organizing, coordinating and direction of the major components of all programs, ensuring successful student outcomes.
- Assists Program Coordinators in assessing and interviewing eligible applicants to determine program eligibility.
- Leads Enrichment training courses with students to include Trauma Informed Care, Evidence Based Practices and Cultural Relevancy
- Works in coordination with Recruitment Specialist to build enthusiasm and meet recruitment goals for program including taking part in promotion and outreach activities to disseminate information about the program to prospective applicants and employers.
- Provides guidance to Program Coordinators on maintaining meticulous case files of program participants.
- Assists program staff with the classroom training and vocational training as needed.
- Coordinates support services for program participants, including Behavioral Health; ensures students apply for services for which they are eligible, e.g. Covered California, CalFresh, General Assistance, Voter Registration, and Selective Service.
- Meets regularly with participants to assess their job and career goals, immediate work needs, completion of vocational and career assessments and Individual Case Plan- average case load is 30 youth.
- Meets regularly with Program coordinators to provide guidance and offer support meeting program expectations.
- Explores and identifies employment barriers with applicants, providing direction and support to Program Coordinators where needed.
 - Develops and coordinates post program job and educational opportunities for program participants.

- Assists participants to prepare for interviews and assists with applications and resumes culminating with a career portfolio upon successful program exit
- Coordinates workshops in job search techniques and appropriate career planning methods and other personal development topics.
- Working collaboratively with Site Coordinator to develop job opportunities, develop and maintain a network of potential employers for graduates.
- Prepares reports on caseload and program activities, reviewing expectations with Program Coordinators.
- Prepares reports and correspondence using a computer.
- As needed, directs, coordinates, and monitors the work of volunteers and program participants.
- Markets program with community groups, youth groups and with local industry.
- Works collaboratively with Alumni Coordinator to support alumni efforts.
- Meet regularly with Site Coordinator to maintain a consistent approach to matters related to student discipline, support, etc.
- Be able to team across programs at Rancho Cielo with the larger RC staff and partners.

Knowledge of:

- Interviewing and counseling techniques.
- Recordkeeping methods, administrative excellence.
- Effective case management techniques.
- Youth Development programs and best practices.
- Marketing and public relations.
- Community resources and programs to assist program participants.
- Career, vocational and employment counseling techniques.
- Available community programs and resources.
- Sensitivity to and understanding of the diversity, socioeconomic, cultural, disability and risk factors of underserved youth in the Monterey County area.
- Best practices surrounding Case Management and Youth counselling.

Ability to:

- Provide leadership and guidance to peers in a helpful manner.
- Communicate clearly in speech and writing.
- Provide services in a non-judgmental manner.
- Understand, adhere to and articulate appropriate boundaries between students and staff.
- Working collaboratively with program staff and staff in other programs on campus.
- Prepare reports, forms, plans, and agreements in an accurate and timely manner.
- Effectively utilize community and agency resources.
- Input, access and analyze data using a computer.
- Understand barriers faced by underserved youth and mentor them to overcome them.
- Use independent judgment to identify and analyze problems and recommend and implement solutions.
- Maintain high standards of expectations from youth participants and program services.
- Work with frequent interruption. Switch contexts from relational to analytical quickly.
- Spanish-English Bilingual/Biliterate highly desirable.

Education and/or Experience:

- BA or BS in Social Studies, Liberal Arts, Psychology, Communications, Education, Social Work.
- At least 2 years of increasingly responsible experience in employment counseling, job placement, and counseling of underserved youth.

- Graduate degree or certification in Education, Counseling, Social Work, Pupil Personnel Services highly desired (not a requirement)
- Proven training in Evidence Based Care, Trauma Informed Healing and Cultural Relevancy

Possession of:

A valid California Driver's license, including a safe driving record.