



Job Title: Program Coordinator/Case Manager

Exempt: No

Position Start date: July 2021

DESCRIPTION

The Rancho Program Coordinator/Case Manager is responsible for coordinating overall program components to ensure successful student outcomes for program participants. The PC is responsible to develop and manage individualized training and employment plans for program participants, and referral of program participants to a variety of community resources that can help lower their barriers to succeed, graduate, and become employable and successful in college. The ideal candidate will be a dynamic and positive individual with ability to establish constructive relationships with youth and maintain professional standards of the program.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the RC Site Coordinator

Exercises supervision over assigned staff, program participants and volunteers.

Works as a team member with academic teaching staff (JMCS).

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 the assigned program, ensuring successful student outcomes.
- Assesses and interviews eligible applicants to determine program eligibility.
- 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.
- Maintains meticulous case files of program participants including regular upkeep of cloud-based student data system.
- Partners with community and government agencies.
- 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.
- Ensures daily attendance of youth to program activities.
- Explores and identifies employment barriers with applicants.
 - 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.
- Coordinates/leads life skills workshops.
- Coordinates field trips, guest speakers, and resources to support training and development of youth.
- Prepares reports on caseload and program activities.
- 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.
- Networking.
- For-profit business employment needs.
- 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.

Ability to:

- Speak in public.
- Communicate well in 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)

Possession of:

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