



## DESCRIPTION

The Rancho Cielo Case Manager (CM) is responsible for ensuring student success and managing successful student outcomes for program participants. The CM is responsible for and managing individualized training and employment plans for students, and referrals 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 the ability to establish constructive relationships with youth and maintain professional standards of the program.

## EMPLOYMENT CLASSIFICATION: Non-exempt, Full-Time

### SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Lead Case Manager

Receives additional guidance from the Senior Director of College, Career, Career Technical Education and John Muir Charter School Principal.

Works as a team member with academic teaching staff (JMCS) and Rancho Cielo Vocational Teachers

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

- Assesses and interviews eligible applicants to determine program eligibility.
- Works in collaboration 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.
- Stays up to date on available community and government resources.
- Engages 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 students to assess their educational success, career goals, social and emotional health and barriers to success, immediate work needs, completion of vocational and career assessments and Individual Case Plan- average case load is 30 - 36 youth.
- Follows student progress before entering Rancho Cielo's program, during the program, and during transition out of Rancho Cielo for up to 1 year.
- Ensures daily attendance of youth, follows up with student and student families to resolve any barriers to attendance- Rancho Cielo's goal is 100% student attendance.
- Explores and identifies employment barriers with applicants.
  - Conducts intake assessments to determine any barriers to educational success, creating individual case plans for students.
  - Evaluates student progress regularly, adjusting case plans as necessary to improve outcomes.
  - Develops supports 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.
  - Assists Vocational Education staff in designing workshops in job search techniques and appropriate career planning methods and other personal development topics as needed and directed by supervisor.

- Working directly with Director of College, Career and Career Technical Education to develop job opportunities, develop and maintain a network of potential employers for graduates.
- Prepares reports on caseload and correspondence using a computer.
- Markets program with community groups, youth groups and with local industry.
- Works collaboratively with Alumni Coordinator to support alumni efforts.
- Assists with coordination of the Driver's Education Program.
- Facilitate Healing Informed Trauma Based Programming.
- Meet regularly with program staff and school leadership to maintain a consistent approach to matters related to student success.
- Maintains constant communication with student families and support network.
- Be able to team across programs at Rancho Cielo with the larger RC staff and partners.
- Willingness to transport students to and from school as needed.

**Knowledge of:**

- Interviewing and counseling techniques.
- Recordkeeping methods, administrative excellence.
- Effective case management techniques.
- Marketing and public relations.
- Youth Specific community resources and programs to assist students.
- Career, vocational and employment counseling techniques.
- Networking.
- 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.
- Mandated Reporter requirements and trainings

**Ability to:**

- Speak in public.
- Appropriately communicate both verbally and 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.
- Manage time appropriately, including but not limited to: arriving at work on time, conducting meetings on time etc.
- 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.
- 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 in Social Studies, Liberal Arts, Psychology, Communications, Education, Social Work.
- 3 years of increasingly responsible experience in employment counseling, job placement, and counseling of underserved youth.

**Possession of:**

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

**Working conditions:**

This job requires you to be in the community, social justice offices and other community partner sites. Driving is essential to the function of this job. Some weekends and evenings will be required.

**Physical requirements:**

The physical demands described 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 required to talk and hear. The employee is required to sit for long periods of time, see to utilize a computer screen; frequently use hands; and reach with hands and arms for activities such as keyboarding and driving.

*The above declarations are not intended to be an “all-inclusive” list of the duties and responsibilities of the job described or of the skills and abilities required to perform the job. They are intended only to describe the general requirements of the job.*

\_\_\_\_\_  
Name (Employee)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature (Employee)

\_\_\_\_\_  
Date