



Urban League of  
Palm Beach County, Inc.

### Job Description:

**Title:** Case Manager  
**Reports To:** Sr. Case Manager  
**FLSA Status:** Non-Exempt  
**Department:** Community Development  
**Revision Date:** January 3, 2017

### Summary:

The Case Manager provides cutting-edge adult and youth services, focusing on workforce development including education, literacy, career exploration, job placement and leadership development. The Case Manager offers extensive work readiness training and job placement services for adults and youth.

### Duties and Responsibilities include the following:

- Performs advanced and highly responsible duties in support of the Workforce Development Programs.
- Conducts assessment, advocacy, counseling, case management, and interagency collaboration to ensure effective and efficient delivery of service to clients.
- Assists clients in reaching goals involving education, employment, independent living, mobility, relationships, self-care, and security.
- Develops and maintains clients' files in a timely manner.
- Documents all contacts and behavioral services in a timely manner, and files in consumer's file.
- Submits timely and accurate reports and assignments related to the program and the Urban League's program department.
- Assists the clients in identifying and using family, neighborhood and community support services.
- Conducts classroom lessons and facilitates workshops.
- Meets all performance standards and requirements established by the program contact and/or Urban League.
- Advises Program Director of trends and issues within area of responsibility and recommended activities to address them.
- Performs other related duties as may be assigned.
- Recruits, assess, places and conducts employment readiness training
- Assists with the coordination of employment related events/activities; Career Fairs/Employer Advisory Committee, etc.
- Collects employment verifications from employers, participants and or services (i.e. Work Number, etc.)

- Provides Case Management support to assist participants eliminate barriers that can interfere with job retention
- Prepares written reports on weekly basis of job development and placement activities.
- Performs other job related tasks as directed by supervisor.

### **Standards for Measuring Performance**

- Outstanding organizational skills
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- Ability to balance the needs and expectations of multiple constituents.
- Excellent communication skills. Knowledge and ability to work with information.
- Positive and team-oriented attitude.
- Computer skills, enabling use of Microsoft Word, Excel and PowerPoint.
- Ability to type 35 wpm.
- Possession of a valid Florida Driver's License.
- Must have automobile.
- Ability to understand and carry out directives.
- Ability to perform multiple tasks.

### **Education/Experience**

Bachelor's Degree or Associates Degree preferred in Social Work, Psychology, Sociology, Education or four years' experience in mental health counseling, social work, career planning, employability skills training, guidance, or rehabilitative programs.