



## JOB DESCRIPTION

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Building Opportunities for Self Sufficiency, nor does it in any way alter the employment-at-will relationship that exists between employees and Building Opportunities for Self Sufficiency. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

<b>JOB TITLE:</b>	Employment Case Manager
<b>REPORTS TO:</b>	Workforce Development Manager
<b>EMPLOYMENT STATUS:</b>	Non-Exempt
<b>TIME COMMITMENT:</b>	Full-time
<b>BARGAINING UNIT:</b>	Local Union #1991, IUPAT, AFL-CIO.
<b>STARTING SALARY:</b>	\$60,000.00

### ORGANIZATION

The mission of BOSS is to help homeless, poor, and disabled people achieve health and self-sufficiency, and to fight against the root causes of poverty and homelessness. The organization was founded in 1971 by a group of volunteers from the Hillel Streetwork Project in Berkeley who responded to the needs of mentally ill individuals being released to the streets by state hospital closures. Today, BOSS develops solutions to mass homelessness, mass incarceration, and community violence and is dedicated to the inclusion of people marginalized by addiction, trauma, criminality, incarceration, poverty, racism, sexism, homelessness and violence with an intentional focus on four areas of service with Housing Security, Criminal Justice Reentry, Neighborhood Safety, and Social Justice Programs and services. BOSS works one-on-one with each family and each individual to help them achieve stable income, permanent affordable housing, and lasting wellness.

### POSITION DESCRIPTION

Under the supervision of the Program Manager the *Employment Case Manager* is responsible for providing vocational counseling, career assessment, work maturity, skills coaching, and employment preparation services to program participants. These services involve pre-employment preparation, advocacy, counseling, post-placement follow up, retention and career advancement after program exit. This role works onsite, as part of BOSS Centers of Excellence: Training, Education & Housing Center.

#### Essential Functions (Key Duties and Responsibilities):

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

- Conducts individual assessments to determine employment readiness and completes a Comprehensive Employment Plan.
- Evaluates participants for program eligibility
- Facilitates group orientation, vocational workshops, and assists clients in obtaining job-related documentation.

- Coordinates and implements the vocational training or retraining necessary to return the participant to the workplace.
- Conducts transferable skills analysis, vocational testing/evaluation, job analysis and job search activities, labor market surveys, ergonomic assessments
- Develops job placement , job seeking skills, and activities for injured workers receiving Workers Compensation, Auto No Fault, Short or Long Term Disability benefits.
- Coordinates participation in various programs, activities and services designed to prepare participants for re-entry to the workforce.
- Collaborates with other team members to facilitate employment readiness, placement and retention activities such as open houses and job fairs..
- Meet and exceed performance goals set by the Intake Coordinator.
- Maintains knowledge of local, state, and federal regulations relating to individuals with barriers to employment within the TANF welfare system.
- Maintains a tracking system and documents client status and follow up for placement and retention.

### **Team Participation**

- Participates in staff meetings and other group activities essential for operations
- Leads team discussions on participant progress and lack of progress, and helps to develop possible solutions to ensure best support for the participant's success.
- Promotes good community relations and utilizes community services and resources.
- Attends scheduled training programs for professional development that include, at a minimum, training required by BOSS and by regulatory and accrediting bodies.
- Assumes on-call responsibility, as assigned.
- Performs other duties as assigned.

### **ABILITY TO:**

Develop and maintain collaborative working relationships with participants, staff and industry partners; interpret policies, procedures, techniques, and rules governing employment and job placement; demonstrate sensitivity to, and respect for, a diverse population; represent BOSS by giving presentations and participating in meetings with individuals and groups; communicate effectively in English, both verbally and in writing; work independently with minimum supervision; monitor, track and compile statistical information; give and follow written and oral instructions.

### **KNOWLEDGE OF:**

- Professional knowledge of the principles and practices of a violence intervention specialist.
- Knowledge and understanding of the practice skills required to service the population in the assigned area.
- Ability to engage and build relationships with clients, community partners and staff.
- Skill in crisis intervention and interviewing, de-escalation, negotiation and mediating tense situations; selective use of questioning and explanation and guidance in working with patients and families to help them explore/resolve problems.
- Competence in both oral and written English.
- Ability to recognize the need for and facilitate immediate resolution of problems and a high level of diagnostic skills to facilitate the identification of problems.
- Ability to establish and maintain effective and harmonious work relationships with staff, community partners, and the general public.

### **QUALIFICATIONS:**

- Bachelor's degree in Sociology, Psychology, Social Work or related field, (OR) H.S. Diploma or GED with at least two (2) years of work experience with homeless populations
- Two years of related experience with case management services, housing, homeless and mentally ill

- populations.
- Must be proficient in Microsoft Office suite with such programs as Word and Excel as well as have experience with internet searches and a comfort level with other software programs.
- Highly motivated self-starter and ability to coordinate multiple projects/tasks simultaneously in a high-pressure environment.
- Ability to work with diverse communities and exercise mature judgment.
- Knowledge of community and social service resources in Alameda County

**EXPERIENCE:**

Experience with homeless, vulnerable, and/or diverse population and the knowledge surrounding poverty and social factors involved;

Ability to understand the needs of formerly homeless people with disabilities and to develop collaborative goals towards greater self-sufficiency and independence in the greater community.

**Other expectations:**

- Access to a reliable vehicle, insurance, current CA driver's license & good driving record.
- Certification in CPR/First Aid.

**LANGUAGE SKILLS:**

Ability to read and comprehend instructions, short correspondence, memos, business correspondence, and all other mental health-related documents. Ability to write clear, concise, and accurate correspondence. Effective oral and written communication skills.

**MATHEMATICAL SKILLS:**

College-level mathematical skills required.

**REASONING ABILITY:**

Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form. Demonstrated skill with problem-solving techniques.

**PHYSICAL DEMANDS:**

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

While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, and drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

**MENTAL DEMANDS:**

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. The position does require the ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise and/or level of distractions in the work environment are usually moderate.

**CONCLUSION:**

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I invite you to be part of a vibrant and talented team that is committed to promoting health and self-sufficiency, fighting for equity, and celebrating diversity and inclusion!

BOSS is committed to the principle of equal opportunity in education and employment. BOSS does not discriminate on the basis of sex, race, color, creed, national origin, age, religion, sexual orientation, gender identity, gender expression, veteran status, or disability in admission to, access to, treatment in, or employment in its programs and activities.

*Black, Indigenous, People of Color, and individuals with lived experience are highly encouraged to apply!*

**Send resume and cover letter to:**

[hrjobs@self-sufficiency.org](mailto:hrjobs@self-sufficiency.org)