

## **Case Manager** **Job Opportunities Task Force - Baltimore, MD**

### **Organizational Overview:**

The Job Opportunities Task Force (JOTF) has a mission to develop and advocate policies and programs to increase the skills, job opportunities and incomes of low-wage workers and job seekers in Maryland. Since 2006, JOTF has managed Project JumpStart in partnership with Associated Builders and Contractors (ABC) – the largest construction trade association in Maryland. Project JumpStart is a 14-week pre-apprenticeship construction training program that enhances participants' skills and places them in the construction field with the ultimate goal of obtaining an apprenticeship as an electrician, carpenter, or plumber.

### **Position Description:**

The Case Manager is responsible for working directly with JumpStart participants and graduates to help them mitigate employment barriers, provide support services, and manage and expand our mentoring initiative. This position's case management focus will be for our East Baltimore training location, but also provide additional support to our West Baltimore location.

### **Responsibilities:**

#### Case Management (60%)

- Provide one-on-one case management for approximately 70 residents enrolled in our East Baltimore training program annually
- Build and maintain referral pipelines with agencies that mitigate barriers for program participants and alumni
- Assist with retention and follow-up case management services for program alumni in coordination with all case management staff
- Attend each East Baltimore class running Monday and Wednesday evenings
- Attend West Baltimore programming between two and four times a month on Tuesday and Thursday evenings
- Manage outcomes and case notes through our database system while maintaining participant files according to grant requirements and organization standards
- Collaborate within the Project JumpStart team and partners to provide program updates, determine necessary program modifications, and provide relevant data and client stories for grant reports and policy advocacy as needed
- Assist with program planning and oversight through timely data reporting, participation in meetings with program staff and partners
- Maintain knowledge of industry trends and best practices
- Attend and participate in required internal and external educational programs and pursue external training opportunities

### Mentoring (25%)

- Create and oversee implementation of a mentor recruitment plan, development and distribution of marketing materials, presentations to targeted organizations, and ensuring a presence at key community events, etc.
- Perform and oversee participant screening, training, matching, support and supervision, recognition, and closure activities
- Develop and manage relationships with key stakeholders
- Oversee inquiry and orientation process to ensure excellent public relations and customer service
- Manage the planning and implementation of mentor/mentee group events.
- Plan and implement recognition activities for program participants
- Maintain and update the program's policy and procedure manual as needed
- Oversee program evaluation activities
- Attend regional/national conferences to increase knowledge of mentoring program and best practices

### Recruitment (15%)

- Work with community based organizations, government agencies, and other groups to maintain a pipeline of applicants
- Participate in community organizing opportunities to inform Baltimore communities about Project JumpStart
- Coordinate with case management staff and program manager to attend recruitment events
- Hold regular weekly application sessions

### Requirements:

- Master Degree preferred or Bachelor's Degree with three years' of case management experience. A successful candidate will have an educational background in social work, human service or related field. Mental health and/or trauma informed training a plus
- Must be a self-starter with the ability to work autonomously and must possess an entrepreneurial drive, but also be flexible enough to work within a team
- Demonstrated ability to work with diverse organizations and people including clients, stakeholders, employers, peers and instructors
- A keen perception of the racial and socioeconomic dynamics of underserved communities
- Familiarity with issues facing disadvantaged Marylanders, especially employment-related challenges of low-skill men and women and the workforce needs of employers
- Excellent communication skills, including writing and public speaking
- Must be organized and detail oriented
- Demonstrated ability to handle multiple priorities simultaneously
- Experience with program management, community outreach, or marketing preferred
- Must have reliable transportation and willing to commute between Baltimore City program sites
- Should have a flexible schedule as program classes run in the evenings

**Position Details:**

Work will be based out of our downtown Baltimore office with regular visits to program locations in Baltimore City. Downtown parking and reimbursement for business travel are included.

**The Case Manager will report to JOTF's Project JumpStart Program Manager.** The person in this position will also work closely with other program staff including case managers, instructors and our job placement director.

**Compensation:**

Salary range is \$40,000 - \$45,000, commensurate with education and experience. JOTF offers a competitive benefits package including health insurance, matched 403(b) and paid leave.

JOTF is an equal opportunity employer and does not discriminate on the basis of race, creed, color, religion, gender, gender identity, sexual orientation, national origin, marital status, religious or political affiliation or any other classification considered discriminatory under applicable law. We strongly encourage all to apply.

For background information about the Job Opportunities Task Force, see our website at [www.jotf.org](http://www.jotf.org).

**To Apply:** Send a cover letter and resume to [resumes@jotf.org](mailto:resumes@jotf.org) with Project JumpStart Case Manager in the subject line.

**Closing Date for Applications:** November 1, 2017.