

UNION SETTLEMENT

EMPLOYMENT ANNOUNCEMENT

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at www.unionsettlement.org.

Position: Case Manager (Works Plus Program)

Department: Youth Services

Reports to: Director Of Workforce Development

Hours: Full-Time (35 hours/week)

FLSA: Non-Exempt

Position Summary:

The Case Manager will be responsible for providing comprehensive case management services to participants in the Works Plus Program. This includes orientation, engagement, advocacy, assessment, referrals and tracking of participant's ages 16 to 30. The Case Manager will be expected to collaborate with Union Settlement program staff, Department of Probation and its referral agency; provider partners, participants and their families to ensure successful access and navigation of participants on assigned caseload annually. The Case Manager will work closely with Workforce Development Services.

Responsibilities:

- Provide individual intake services and initial orientation to participants. This includes introducing youth to the programs core focus.
- Provide needs assessments to participants.
- Develop individual service plans with participants.
- Conduct participant referrals to ensure access to community resources (counseling, education, housing, etc.).
- Attend external meetings with other organizations to advocate for the participants when necessary.
- Manage a caseload with all required aspects of both service provision and service tracking.
- Collaborate with the Department of Probation and its referral agency as it relates to client referrals, tracking of service, meetings, etc.
- Collaborate with the WPP Job Coach, WPP Workshop Facilitator, and the Director of Workforce Development to coordinate service delivery.
- Monitor and supports participants as they pursue their educational/vocational and employment goals.
- Provide in-person and/or on-phone emergency crisis intervention support for assigned youth when needed.
- Conduct home visits if, and when necessary.
- Work closely with participants to make sure that they are program compliant; and are achieving program service goals.
- Attend court proceedings with participants and assist with the necessary support needed for court or probation.

- Maintain client participant case files including completion of all required documents, progress notes, etc. in Salesforce and as part of an external file system.
- Provide intervention and social emotional support to participants and their families as needed.
- Facilitate workshops to program participants.
- Attend team meetings for program updates, progress, and agency related matters.
- Additional duties as assigned by Director of Workforce Development, Associate Director of Prevention/Intervention Programs for Youth, the Director of Youth Services, and the Associate Executive Director of Early Childhood Education and Youth Services.

Qualifications:

- Preferred: Bachelor's Degree in Criminal Justice, Human Services, Social Work or related field and 2-3 years of direct experience in workshop facilitation, case management and or working with high risk and disconnected youth. Or at minimum, some college credits in related field and 5 years of successful demonstration of working with high-risk youth and adolescents.
- Strong written, verbal, clerical organization and problem solving skills.
- Strong interpersonal skills.
- The ability to perform at a high level.
- Demonstrate the ability to engage, manage and work with a variety of personalities.
- Ability to perform multiple tasks effectively in a fast paced, challenging, and constantly changing environment and population without becoming overwhelmed or making rash decisions.
- Bilingual preferred.

To Apply:

Please send Cover Letter, Resume, and 3 References to: youngadultservicescareers@unionsettlement.org. Please indicate Case Manager (WPP) in the subject of e-mail.

UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER