

## Case Manager and Essential Skills Teacher

Opportunity Junction seeks an experienced case manager to support trainees in our Administrative Careers Training (ACT) program. At Opportunity Junction, we believe that everyone who works hard deserves the opportunity to succeed. We help motivated Contra Costa job seekers gain the skills and confidence to launch careers leading to financial security.

The ACT Case Manager oversees the training phase of the ACT program, particularly the Essential Skills training, as well as Case Management for all trainees in our intensive 12-week administrative training program. The right candidate will be an excellent communicator and relationship builder with a knowledge of case management best practices. This position is also responsible for teaching Essential Skills in a classroom of students 5 days a week.

This is a full-time position that requires some evening hours.

### **Responsibilities**

- Case Management/Coaching:
  - Provide positive and supportive case management for trainees, including written documentation of personal and professional development;
  - Conduct individual case management sessions and motivate and support trainees through the challenges of training and life changes;
  - Connect participants with resources and agencies as needed to address the participant's needs;
  - Supervise professional conduct of trainees at all times, in accordance with the program guidelines and regulations and administer disciplinary action as appropriate;
  - Guide the professional development of trainees, including an introduction to addressing personal issues as they relate to the workplace, and adjusting to workplace culture;
  - Consult with the Case Management team to ensure appropriate case management; and
  - Maintain appropriate boundaries and confidentiality.
- Essential Skills Training:
  - Facilitate/teach existing curricula daily;
  - Develop and revise curriculum to reflect the demands of the job market and the needs of program participants;
  - Ensure that curriculum adequately addresses the skills required for success in employment;
  - Recruit and manage volunteers to facilitate, teach, or act as guest speaker within the Career Skills curriculum, including Business English and Business Math; and
  - Analyze participant input, both formal (surveys) and informal (participants' verbal and written comments) and communicate information relevant to program improvement to the appropriate staff members.

### **Key competencies for the position, developed through any combination of education and experience:**

- **Relationship building:** Ability to establish strong relationships with demographically diverse clients;
- **Communication/Ability to hold a room:** Clear verbal communication skills to effectively communicate with participants, staff, and community agencies and representatives. Can hold the room and keep people on the edge of their seats whether through energy, focus/brilliance, personal connection, authenticity, own stories, and/or wisdom;
- **Adaptability/Flexibility:** Ability to adjust priorities and procedures depending on organizational needs and goals;

- **Problem-Solving:** Ability to approach challenges creatively, team with other staff to develop solutions, and flexibly change tactics as needed; and
- **Career Counseling:** Able to coach, support, and identify employment barriers, and guide participants as they gain skills.

**CANDIDATE REQUIREMENTS:** Degree in Social Work, Psychology or related field or 5 years work experience equivalent to education. 3 years' case management experience.

**SALARY AND BENEFITS:** Salary range of \$55,000-\$67,500 including benefits commensurate with skill level and depth of experience.

**Instructions for Applying:**

- Applications will be accepted by email only, addressed to Brianna Robinson ([brianna@opportunityjunction.org](mailto:brianna@opportunityjunction.org)).
- Use the subject line Case Manager and Instructor.
- Please include only a short introductory email and attach as a Word document (not PDF):
  - Your resume; and
  - A cover letter that demonstrates your qualifications for and interest in this position.