

Career Education & Training Case Manager – Part-time

Reports to:	Director, Education & Training
Supervises:	Not Applicable
Department:	Adult Education
FLSA Status:	Non-Exempt
Position Classification	Regular, Part-time
Work Schedule	Varies with normal hours being between 9:00am and 7:30pm, Monday – Friday, with a minimum of two evening shifts per week. Occasional Saturday events.
Revised Date	4/7/20

About the YWCA National Capital Area (YWCA NCA)

Mission – The YWCA is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all.

Vision – Provide women and their families with the necessary programs that foster independence, economic stability and overall well-being.

Bold Goal – A majority of women and girls of color across the National Capital Area have the resources and support necessary to achieve personal, educational and professional success.

Position Summary

The Case Manager is responsible for the coordination of ancillary support services for all program students. Responsibilities include screening, assessment, and case planning for all students.

Position Responsibilities

- Conduct intakes and assessments which includes obtaining, reviewing, and interpreting all relevant screening, assessment, and treatment planning information to determine the students' strengths and areas of need.
- Formulate Individualized Service Plans (ISP) with specific, measurable, behavioral objectives and action steps. Document treatment progress and outcomes in a timely and accurate manner, as well as facilitate students' engagement in the process.
- Make referrals to other community resources and/or agencies to assist students in transitioning to concurrent and/or the next step in their academic/job training experience. Prepare all reports and legal correspondence for submission to referral agencies, on behalf of students.
- Maintain accurate and timely documentation of counseling hours and activities.

- Assist students in overcoming barriers to attendance, such as child care, transportation, housing, etc.
- Set-up all new program files and review case files periodically for compliance with rules and regulations.
- Assist in the implementation of the continuous improvement plan to ensure that measurable, educational objectives and timeframes are met in a timely manner.
- Actively contribute as a part of a multidisciplinary treatment team.
- Assist in the preparation of monthly/quarterly narrative and statistical reports.
- Develop professional relationships with other agencies and programs to improve community resources for the program.
- Understand and apply state and federal confidentiality regulations with regard to client records and correspondence.
- Meet with the Director, Education & Training on a weekly basis for supervision and guidance.
- Assist in the identification of resources for recruitment and retention of participants.
- Establish and maintain effective working relationships with other YWCA NCA program staff and contractors.
- Attend all mandatory trainings, meetings, and conferences required by all contracting agencies and YWCA NCA.
- Perform other duties as assigned by the supervisor and/or the management team.

Education and Experience

- Bachelor's Degree in Social Work, Counseling or related field. Master's degree in Social Work or Counseling related field highly preferred.
- Minimum of four years' experience (two-years with a Master's degree) in counseling and guidance of young and older adult learners in a non-traditional educational or social service setting.

Knowledge, Skills and Abilities

- Comprehensive knowledge of educational and social work counseling principles.
- Demonstrate leadership, professionalism and excellent interpersonal skills.
- Consistently demonstrate prompt and dependable attendance according to work schedules.
- Possess excellent time management skills with ability to coordinate multiple projects simultaneously and complete assignments in a timely manner.
- Ability to work independently, prioritize, organize, problem solve and exercise sound judgment with minimal supervision.

- Proven ability to maintain objective, professional relationships with individuals from diverse backgrounds including program participants, colleagues, supervisors, volunteers, and community partners.
- Ability to manage confidential information with diplomacy and tact.
- Strong working knowledge of Windows applications and MS Office Suite (Word, Excel, and PowerPoint) and internet research techniques. Prior database management experience preferred.
- Ability to work non-traditional office hours, as required.

Working Conditions/Physical Requirements

- The work is performed in an office setting, with occasional off-site meetings and program activities in the Washington Metropolitan area. Occasional overnight travel may be required.
- This position is classified as light work and requires the ability to speak, hear, see, read and lift objects up to 10 lbs. frequently and up to 20 lbs. occasionally.

Equal Employment Opportunity Statement

The YWCA National Capital Area is an Equal Opportunity Employer. We seek to recruit, hire and retain the most qualified individuals without regard to race, color, religion, national origin, citizenship, sex, age, gender, disability, marital or veteran status, personal appearance, sexual orientation gender identity or expression or any other characteristic or status protected by applicable federal, state or local law.

It is our intent and desire that equal employment opportunities be provided in employment, recruitment, selection, compensation, benefits, promotion and all other terms and conditions of employment.