



**Inter-County Community Council  
Employment & Training Department  
Case Manager  
Position Description**

**Position Title: Case Manager**

**Reports to:** Employment & Training Director      **Pay Range:** *Grade 06*  
**Supervises:** None  
**Schedule:** Full-Time: 40 Hours/Week  
**Location:** Thief River Falls Office; All Staff Days – Oklee Office  
**Classification:** Non-Exempt

**Summary**

The Case Manager will recruit, provide on-going support and career counseling throughout the participant's enrollment in the program and document all contact in case notes and assist the participants in overcoming barriers and achieving goals.

**Duties and Responsibilities/Essential Functions**

- Develop a comprehensive understanding of the federal (WIOA) and State rules and regulations of the Employment Programs.
- Recruit, interview, determine eligibility and enroll potential program participants.
- Maintain a level of professionalism that is consistent with the value and mission of Inter-County Community Council.
- Provide comprehensive case management services aimed at reducing academic, personal, environmental, income and work-related barriers that prevent participants from receiving a high school equivalency diploma, securing employment, or pursuing a post-secondary education and/or training that leads to a career.
- Present career planning information to groups of youth at area schools.
- Work with students to develop work readiness skills.
- Maintain accurate and up-to-date participant files.
- Develop written employment and/or education plans with participants.
- Develop and maintain relationships and partnerships with community based organizations that lead to enhanced services for participants.
- Develop and maintain relationships with potential employers, ABE/GED instructors, high school employees and post-secondary educational institutions that ultimately lead to participant placement opportunities.
- Connect participants to community resources to address barriers to education and employment.
- Ensure confidentiality of all data to maintain compliance with federal, state, and local laws, regulations, policies and procedures.
- Perform front desk duties on a rotation schedule as needed.
- Provide counsel, assistance and support to other employment and training staff.
- Prioritize and plan work activities and use time efficiently and effectively.
- Maintain a good working relationship with co-workers, funders, vendors and other organizations relevant to the employment program and/or community action agency.
- Responsible for development, implementation, and maintenance of internal monitoring processes.
- Attend required meetings, training, seminars, and conferences as needed/required to enhance expertise and professionalism in agency activities as scheduled by the Director and/or funding source, outside agencies, etc. to fulfill job/project(s) requirements
- Perform all other duties as assigned by Supervisor and/or Director.

## **Supervisory Responsibilities**

None

## **Education and Experience**

- High School Diploma or equivalent required.
- Bachelor degree in Social Work, Psychology, Education or related field preferred.
- Experience working with employment and training programs, workforce development, human services or related field preferred.
- Experience working with youth with barriers (ie. IEPs, section 504, low income, etc).
- Working knowledge of modern office communication systems: e-mail, voice mail, computer systems, and ability to operate office equipment; such as fax, copy machine and calculator.

## **Key Competencies**

- To execute this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required:
  - Effectively organize, prioritize, solve problems and handle multiple tasks while maintaining high quality of work and meeting deadlines.
  - Work independently, with minimal supervision, as well as work within a team environment. Demonstrates teamwork by cooperating with and assisting co-workers as needed.
  - Experience in maintaining detailed records on a computer system and handwritten documents.
  - A positive ambassador of ICCC and its mission as you represent the agency by your actions and by your spoken and unspoken word.
  - Work under pressure, in stressful situations and with frequent interruptions.
  - Contribute to and participate in strategic planning, program self-assessment and other efforts to improve program services and agency responsiveness.
  - Ability to respond competently and positively to the culture, traditions, lifestyles, language and values of each individual, family and community.
  - Articulate an awareness of self, values, and ethics as they have an impact when working with families.
  - Display a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts and participants served.
  - Identify and reflect on personal values, experiences and biases that facilitate and present barriers in working with certain groups of people.
  - Good communication skills; verbal and written, technical and non-technical.
  - Ability to maintain the integrity of confidential employment, participant, and business information.
  - Pass a criminal background check.
  - Travel to various locations during the day and occasional overnight stay(s) will be required.

## **Physical Demands**

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

While performing the duties of this Job, the employee is occasionally required to stand;

- Walk short distances to obtain documents from printing locations.
- Sit for extended periods of time.
- Use hands and fingers to type/write for extended periods of time
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include; close vision, distance vision, and the ability to adjust focus.

**Work Environment**

Employee will be located in office or cubical setting. Employee may need to meet participants at another location depending on the need of the participant. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acknowledgement**

This job description describes the general nature and level of work performed by an employee assigned to this role. It does not imply that these are the only duties and responsibilities to the job. The employee may be required to perform other duties as requested by the Supervisor/Director. All requirements are subject to change over time.

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Signature

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Date

I acknowledge that this job description is neither an employment contract nor a legal document and does not alter the employment at-will status. I have received, read, and understand the expectations for the successful performance of this job.

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Signature

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Date