

**Community Action Program of East Central Oregon
(CAPECO)
Job Description**

POSITION: CASE MANAGER
Supervised by: Program Manager & Director of Programs
Supervises: None
Department: Career & Education
Classification: Regular Full Time
Position Status: Non-Exempt
Location: Pendleton
Salary Level/Wage: Range 13 – \$2,874/month
Benefits: Health, Dental, RX, Vision, FSA, Life Insurance, 401K Plan, Vacation, Sick and Holidays

HOW TO APPLY:

To apply for this position we must receive a completed CAPECO application. An application can be found by visiting our website at CAPECO-WORKS.ORG or picked up at our Main Office located at 721 SE 3rd Street, Suite D, Pendleton, OR 97801. Cover Letters and Resumes may also be included, but will not be accepted without an application.

Please return the completed application, optional resume, cover letter and any other required documents to: 721 SE 3rd Street, Suite D, Pendleton, OR 97801 or hr@capeco-works.org. Please send it attention Human Resources if you are sending by mail.

POSITION OVERVIEW:

Responsible for assessing participant's employment and training needs, developing and maintaining an Individual Employment Plan for each participant, actively seeking Occupational/Vocational Training, Work Experience, On-The-Job Training on behalf of eligible participants. Monitor individual training sites for training progress and contract compliance. Ensure placement in appropriate training activity and provide support services for each participant. Provide assistance with One Stop classes when necessary.

ESSENTIAL JOB FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential function satisfactorily with or without reasonable accommodation.

- Provide information to potential WIOA customers and verify eligibility for WIOA services.
- Performs initial assessments of skill levels, aptitudes, abilities and service needs.
- Enter customer related data into a database.
- Complete required paperwork and maintain participant case files.
- Assist customers with their career planning and career decision-making process.
- Assist customers in identifying and addressing barriers to employment, and refer to services within the one-stop system as appropriate, or to community resources as necessary.
- Provide career counseling in order to help clients overcome employment barriers and meet their individual service plan.

- Develop job sites, work experience sites, and on-the-job training sites.
- Develop and maintain contacts with community organizations and educational institutions for the purpose of outreach, recruitment and positive public relations.
- May facilitate group orientations.
- Communicate effectively and professionally with team members, management and the public at all times.
- Participate in local and statewide trainings, as necessary.
- Maintain the integrity and confidentiality of data including, but not limited to; participant, employee, financial and business data.
- Act to ensure achievement of organizational goals.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES & MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position.

- Bachelor's degree in related field and/or 2 years of comparable experience and/or training or equivalent combination of education and experience.
- Experience working with individual employment assessments, job placement, brokering of training services, case management, classroom teaching, and private sector employers.
- Must have excellent verbal and written communication skills, demonstrated customer service skills, and familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Strong computer skills, specifically Microsoft Word and Excel.
- Able to learn custom software applications quickly.
- Able to maintain confidentiality.
- Able to work in a team environment and provide support to fellow team members is essential.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The physical demand and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to bend, kneel and crouch. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate. The employee must occasionally lift, and/or carry/move objects up to 50 pounds.

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, smart phones, photocopiers/scanners, shredders and filing cabinets.

SPECIAL REQUIREMENTS:

- Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this position.
- CAPECO is a drug free workplace and pre-employment drug screening will be required.
- Possession of or ability to obtain a valid Oregon Driver's License and insurable driving record is required.

THE ABOVE JOB DESCRIPTION has been discussed with me, and I accept all responsibilities and can perform all duties with or without reasonable accommodations as outlined above.

SIGNATURE

DATE

EQUAL OPPORTUNITY EMPLOYER