



Case Manager/Instructor

Division: Education & Employment

Department: Out-of-School Youth

General Duties: Responsible for all documentation of case notes, maintaining accurate and up to date files, identify and address barriers to success, making appropriate linkages and referrals for community services, facilitate goal setting, implementation follow up and follow through with coordinated services plans, advocate on behalf of participants' in community settings. Network and build positive relationships with area educational/training systems. Facilitate workshops for education development. Work with tutors and workshop assistants.

- Participates in the interview screening process to assess the potential participants for the program; help develop the questions for interview; advises, and explains regulations, rules, policies, and procedures to participants; may determine participant eligibility for services; appries participants obligations under program participation; ensures that applications and other forms are completed accurately and thoroughly.
- Assesses participant's education, work experience, skills, abilities, qualifications, and job interest; assesses participant readiness for job referral, classroom training, on-the-job training, and/or support services; attempts to match participants with available employment, training, or other opportunities/services.
- Identifies problems/barriers that hinder program participation and retention, and employability; assists participants in resolving and mitigating barriers to these areas by identifying the need for other services and benefits; counsels participants regarding recommended solutions and suggested supportive services.
- Analyzes information obtained from interviews, tests, and other sources to develop short- and long-term participant goals; develops and implements individual employment plans; ensures participant conformance with program rules and regulations, department policies, and employment plans.
- Maintains cooperative relationships with employers, and support service and community resource agencies; may arrange for employment interviews, attend job fairs, conduct special workshops, presentations, group orientations, or perform other training and outreach activities.

Qualifications:

- Bachelor's degree in a related field with two (2) years of relevant work experience.
- Strong relationship building skills, experience working with diverse populations.
- Excellent verbal and written communication and relationship building skills.

Competencies:

- Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities
- Expertise in program development for at risk youth
- Expertise at building relationships with other providers, funders and businesses
- Must be able to use Microsoft Office

Specific Duties:

- Develop a learning community that includes high quality instruction in a welcoming, supportive, empowering, non-threatening and culturally-sensitive environment.
- Interface with contractors and other employers who serve as work sites to ensure that program participants receive a quality work experience.
- Communicate regularly with a multi-disciplinary team focused on the holistic development of the students.

- Be responsive to individual students' educational and vocational needs in preparing for lessons and teaching class.
- Create opportunities for young adults to initiate activities and use their strengths.
- Provide an environment where young adults can use their individual and collective voice to influence program design and activities.
- Participate in all required curriculum training.
- Maintain all participant information including student folders, testing results and examples of student work.
- Create and implement strategy for assessing progress and competence level of students.
- Sharing in the responsibility of opening and closing the facility.
- Coordinate field trips and activities.
- Monitor weekly lessons plans.
- Attend program staff meetings and participate in agency-sponsored staff development activities.
- Complete all required documentation for several different certifications as necessary.

Please note:

This job description is intended to identify and list the responsibilities, duties and qualifications for the position. It cannot be considered all-inclusive, however, as changing organizational circumstances can result in changes to some of those responsibilities, duties and qualifications. Further, every task supporting the functioning of the position may not be listed or not listed in detail.

The Buffalo Urban League has a commitment to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination.

Submit resume and cover letter to Ken Colon, Program Coordinator, kcolon@buffalourbanleague.org