



## HOPE FOR PRISONERS JOB DESCRIPTION

|                     |                             |                |          |
|---------------------|-----------------------------|----------------|----------|
| Job Title           | Case Manager/Career Coach   | Position Type  | Fulltime |
| Funding             | Grant Funding/General Funds | Travel         | Yes      |
| Level/ Salary Range | \$48,000 - \$62,000         | Date Approved: | 7/1/2024 |
| Reports To          | Reentry Supervisor          |                |          |

### **Duties and Responsibilities**

Case managers at HFP are responsible for encouraging, guiding, supporting, and monitoring the success of program participants. Case managers may specialize within the organization working on initial intake and support services to assist clients in adjusting and stabilizing, or work with clients proceeding to career and next step goals.

Case managers deliver services with a client- first focus within a team setting. HFP is a growing organization with strong community partners including Las Vegas Metropolitan Police Department and the Las Vegas faith-based community. Understanding and embracing the resources available to deliver comprehensive support to HFP clients is essential.

- Coordinates and provides care that is safe, timely, effective, and client-centered
- Assists clients in making informed decisions by acting as their advocate regarding their developed case plan and program options.
- Records case and client information in client management software and accurately maintains all necessary forms and release forms
- Identifies and documents an individual's need for resources, services, and other supports.
- Uses information from assessments, evaluations, observations, and interviews to develop service plans.
- Coordinates the provision of services by diverse public and private providers.
- Assists participants to identify and overcome barriers to program success.
- Maintains client contact to monitor success and provides follow-up services, as necessary.
- Maintains up-to-date records on client efforts, progress, and support needs.
- Manages a case load that may vary from 50-75 unique and individual clients
- Develops career plans with participants that map the steps necessary to reach long term career and academic goals.
- Utilizes industry standards to advise clients toward careers of interest and growth.
- Conducts industry-focused assessments to gauge their readiness in various career pathways.
- Coaches and instructs on resume and cover letter creation, job search techniques, interview preparation.
- Identifies additional support and resources needed for client's program success including family, finance, emotional, and physical and mental health issues.
- Be available to clients who have completed active participation in the program to continue to assist in coaching and advising, as needed.
- Operates a variety of office equipment, including computers and associated software.

## **Education**

Bachelor's degree in social work, psychology, education, counseling, or similar. Associates degree with three years of case management or an industry credential may be substituted for education.

## **Experience**

- Previous experience in case management
- Excellent communication skills, both written and verbal
- Experience in developing case plans and career path guidance
- Excellent knowledge of case management principles
- Organizational and time management skills
- Conflict resolution and coping with high-stress at-risk clientele
- Familiarity with reentry populations

## **Knowledge, Skills, and Abilities:**

- Ability to work full-time (Mon-Fri, possibly some evenings and weekends).
- Proficient in Microsoft Office programs and familiar with case management software required.
- Strong organizational skills and ability to keep accurate and complete records.
- Familiar with case management processes.
- Understanding of substance use disorders and treatment.
- Knowledge of barriers to entry into the workforce for the re-entry population and problem-solving approaches to assist clients with gaining employment.
- Ability to prioritize competing deadlines while delivering assistance with compassion, respect, and patience.
- Familiar with varied assessments and tools for career exploration.
- Excellent communication skills, including the ability to generate professional technical written reports with accuracy.
- Ability to create and deliver presentations and workshops.
- Knowledge of pertinent federal, state, and local laws and regulations including employment laws.
- Knowledge of local agencies assisting with employment opportunities and placement.
- Knowledge of HFP mission, values, and program.
- Dependable and adaptable to the needs of a growing organization with strong community partnerships.
- Ability to coach on resume writing, job search techniques and interview skills and develop / facilitate workshops on topics to client groups.
- Outcome focused with the ability to manage competing demands.

## **PHYSICAL ABILITIES & WORK ENVIRONMENT**

The physical demands described below are representative of those that must be met by an employee to successfully perform essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions of the position. The list below of minimum essential functions is illustrative of the minimums only and is not a comprehensive listing of all functions and tasks performed.

- Ability to lift and move boxes up to 40 pounds.
- Ability to sit at a computer for prolonged periods of time.
- Ability to work in a typical office environment.
- Flexible schedule required, occasional nights and weekends.
- Ability to tolerate stress.
- While performing the duties of this job, the employee is regularly required to speak and interpret verbal communication.
- Ability to conduct tasks and successfully perform under critical deadlines.
- Manual dexterity to operate office equipment and examine documents, records, and files.

*This job description is intended to describe the general nature and level of work expected of this position. The description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the position.*

*HFP is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.*

**Employee Acknowledgement**

I have received, reviewed, and understand my position responsibilities and the essential functions of the position. I understand that my work schedule, job responsibilities, work environment, knowledge, skills, and abilities may be amended based on business need and management discretion.

I understand that employment is at-will. This means that employment may be terminated for any or no reason, with or without cause or notice, at any time by the employee or the employer. Nothing in this or in any other document or oral statement shall limit the right to terminate employment at will. No supervisor or manager has any authority to enter a contract of employment -- express or implied -- with any employee.

This policy of at-will employment may be revised, deleted, or superseded only by a written employment agreement signed by the Chief Executive Officer, which expressly revises, modifies, deletes, or supersedes the policy of at will employment. Unless employment is covered by such a written employment agreement signed by the Chief Executive Officer, this policy of at will employment is the sole and entire agreement between the employee and the employer as to the duration of employment and the circumstances under which employment may be terminated.

Except for employment at-will, terms, and conditions of employment with the employer may be modified at the sole discretion of the employer with or without cause or notice at any time. No implied contract concerning any employment-related decision or term, or condition of employment can be established by any other statement, conduct, policy, or practice, nor does any arise from the terms or conditions set forth in this document.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Position Title: \_\_\_\_\_