



## Towards Employment

### POSITION DESCRIPTION

**POSITION:** Case Manager – Adult Reentry  
**REPORTS TO:** Project Coordinator, Reentry Services

#### **BACKGROUND:**

Founded in 1976, Towards Employment is a non-profit leader in providing innovative solutions to move people out of poverty and into quality jobs. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 50+ and a \$4.9 million annual budget – and we are growing! Towards Employment offers a continuum of support to low-income individuals preparing to enter the workforce or looking to advance from low-wage employment while also fulfilling the staffing needs of local employers. For more information on the organization, please visit [www.towardsemployment.org](http://www.towardsemployment.org).

#### **JOB SUMMARY:**

The Case Manager will introduce Towards Employment reentry programming to individuals serving out their sentence within the county justice system; will provide case management services throughout pre and post release, and throughout their reentry programming experience with Towards Employment. This involves working in partnership with county jail personnel to provide services to identified inmates who are eligible for programming, providing orientation and assessment of participant readiness for programming, working with those eligible on developing a reentry plan that include steps to build on strengths and addresses challenges. Post release, the Case Manager will work with the reentry team to monitor participant progress, coordinate referral support, and assist with ongoing case management needs. Position involves provision of services within the Euclid and Bedford Hts. Correctional facilities operated by Cuyahoga County.

#### **ESSENTIAL FUNCTIONS**

##### **Individual Case Management**

- Develop rapport with county justice system personnel and determine engagement process for inmates housed at the Euclid and or Bedford Heights county facilities.
- Provide program overview and orientation either individually or in groups.
- Conduct individual assessments; tool may vary based on program.
- Provide upfront information to participants on career pathways and opportunities for industry specific training or work experience available through TE pathways, upon their release and positive participation in programming.
- Assist participant with development of reentry success plan that includes referral appointment at TE upon release.

- Assess participants' job readiness, pre and post release, and make recommendations documenting any concerns or potential barriers.
- Provide information and referral to community resources to help participants address their employment and life management barriers that could affect their ability to achieve their career goal. Can include but not limited to treatment services, housing, counseling or employment needed items such as uniforms or transportation.
- Meet at least bi-weekly to gauge progress against individual career plans.
- Work with Program Assistant to ensure proper assessment documentation for performance measurement and contract compliance are in each file.
- Work closely with other team members, communicating regularly with reentry services team members, attending training and team meetings, etc.

### **Job Readiness Support**

- Work with facilitation staff and staffing specialist to communicate existing barriers and barrier resolution plans for each current workshop participants.
- Meet one-on-one with participants in last week of job readiness training to complete employment or continuing education goal portion of their Career Map.

### **Retention and follow up assistance**

- Provide back up for team on retention case management for participants at specified intervals to assist in the continued prevention and elimination of barriers related to work/life balance, time management, substance use/relapse, criminal activity, schooling, and transportation/clothing/housing issues.
- Continue to provide information and referral access to community resources to help participants address identified barriers which may hinder successful employment.

### **Data Entry and Other Duties**

- Maintain accurate participant files and records according to program guidelines.
- Input all case notes and service requests within 48 hours of service delivery.
- Duties as assigned by Project Coordinator Reentry Services or Director of Programs.

### **EDUCATION, EXPERIENCE AND COMPETENCIES**

- Social work or relevant bachelor's degree or equivalent combination of education and experience
- Minimum 3 years' experience in similar field/position
- Knowledge and experience and working with adults with barriers to employment; particularly individuals with criminal backgrounds required
- Ability to work effectively in a correctional facility and as a contributing member of the team.
- Excellent relationship building and customer service skills to keep participants engaged in services.
- Good written and verbal communication skills.
- Strong organizational, time management and problem solving skills.

- Experience with data entry, strong attention to detail.
- Demonstrated understanding of community resources and how to access them
- Ability to work independently, be flexible and dependable, and demonstrate initiative and creativity.
- Must have proficiency with computers including Microsoft Office Products: Word, Power Point, Outlook, and Internet.
- The ability to travel between criminal justice facilities and Towards Employment, to coordinate services for participants and attend relevant meetings and provide follow-up and retention services.
- Commitment to Towards Employment mission and core values.

#### **WORK ENVIRONMENT**

- Work is performed within both an office setting and a government operated facility. Some travel required.

#### **PHYSICAL DEMANDS**

- Must be able to remain in a stationary position 50%.
- Must be able to travel independently to county jail facilities sites 50%.

#### **EEO Statement**

Towards Employment provides equal employment opportunity to employees and job applicants regardless of race, religion, color, sex, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by local, state or federal law.

If interested in applying, please forward your resume to [sshorts@towardsemployment.org](mailto:sshorts@towardsemployment.org).