



Goodwill of Orange County Job Description

Approved: _____

Vice President of Human Services

7/10/19
Date

Effective:

7/9/2019

Approved: _____

Sr. Director of Human Resources

7/9/19
Date

MISSION:

Goodwill is in the business of helping people who are facing barriers, to get and keep jobs which provide purpose, pride and dignity. We believe the power of work changes lives.

The expectation of this position is to achieve organizational, team and personal goals in alignment with our Strategic Vision Priorities and through living out our organizational Values.

STRATEGIC VISION PRIORITIES:

- Increase donations and maximize their value in a cost efficient way.
- Increase the profit contribution of our businesses by improving their operational effectiveness.
- Increase our visibility in the community and raise greater awareness of Goodwill's mission.
- Increase and focus resources on services that that will help the most people with barriers get and keep jobs.

VALUES:

- Goodwill Brand
- Independence
- People Working & Learning Together
- Innovation & Growth
- Integrity
- Accountability
- Customer Satisfaction
- Environmental Responsibility

JOB TITLE:

RE-ENTRY PROGRAM CASE MANAGER
(Nonexempt)

AREA:

WORKFORCE DEVELOPMENT

DEPARTMENT:

HUMAN SERVICES

DIVISION:

HUMAN SERVICES/ADMINISTRATION

PURPOSE OF POSITION:

The Case Manager carries out all phases of employment service, including intake, engagement, assessment, job placement, supportive services, and follow-up support for the Re-Entry program.

SUPERVISION RECEIVED:

Reports directly to the Re-Entry Program Supervisor.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Participates in and reports the daily activities of the Re-Entry program, assists Program Supervisor to manage the program budget allocation, and works as a team to achieve all metrics outlined in SCOPE of Work.
2. Develops a cohesive strategic alliance with partner agencies at Theo Lacy Jail, social service partner agencies, and local One-Stop centers.
3. Maintains knowledge of rules and regulations pertaining to WIOA and DOL programs, resources, and opportunities.
4. Maintains the daily flow of participants via contract agreement.
5. Responsible for developing relationships with employers to hire re-entry job seekers.
6. Assists with maintaining compliance with contract requirements.
7. Formulates and coordinates comprehensive employment plans with specific and measurable vocational goals for each assigned program participant.
8. Develops a resume for every enrolled participant.
9. Provides career planning to all participants, including those in training in all areas related to gaining/retaining employment and career advancement.
10. Determines supportive services and training needs, including making appropriate referrals, tracking progress, and maintaining attendance records.
11. Maintains regular contact with participants, at a minimum of twice every 30 days.
12. Accesses/distribute supportive services to participants through coordination with the assigned partner agency.
13. Maintains documentation for regulatory and contractual compliance, maintains detailed case files and completes all required MIS, statistical and performance reports, as outlined in SCOPE of work (performance).
14. Responsible for meeting monthly outcomes and deliverables.

15. Provides specific guidance in transferable skills for all program participants transitioning between industry clusters.
16. Uses Labor Market Information (LMI) data to coach program participants, assisting them with making informed decisions.
17. Has a comprehensive understanding of LMI trends, demand occupation criteria and the OCWIB's Approved Training Partner Directory (ATPD) to enhance placements.
18. Disseminates specific information for upcoming events, job fairs, etc. that would benefit the participant.
19. Provides job development and assists participants in job placement.
20. Provides retention and follow-up services for a twelve (12) month period, with follow-up commencing immediately after employment begins.
21. Coordinates the necessary actions with the One-Stop partners to facilitate programmatic events as necessary.
22. Ensures compliance with unique WIOA policies and requirements.
23. Provides training and information to community partner agencies regarding GIOC services.
24. Participates in partner agency meetings as needed.
25. Makes presentations to companies and organizations as needed.
26. Drives on company business as required.
27. Works overtime as required.
28. Performs other job-related duties as required.
29. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
30. Acts safely at all times, following all safety rules and regulations.
31. Follows all company policies and procedures.
32. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
33. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
34. Works with, trains, and/or acts as a good example for program participants receiving training at Goodwill.

MINIMUM JOB REQUIREMENTS:

1. Bachelor's degree in a related field preferred, e.g., human services, social work, or equivalent experience.
2. Prior experience with re-entry participants.
3. Prior experience in OJT and Work Experience preferred.
4. Excellent interpersonal and effective communications skills.
5. Strong analytical and problem-solving skills.
6. Excellent organizational and decision-making skills.
7. Effective grammar, English, and writing skills.
8. High degree of PC proficiency in MS Office.
9. Ability to maintain confidentiality.
10. Ability to accept responsibility, take initiative, problem-solve and exercise good judgment.
11. Ability to be flexible and adaptable in handling interruptions and variation.
12. Reliable transportation, a valid California driver's license, liability insurance, and a DMV record acceptable to Goodwill's insurance company.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Various office supplies and equipment including: telephone, fax machine, computer, printer, copy machine, file cabinets, papers/forms, calendar, pens/pencils, ruler, scissors, etc.

PHYSICAL REQUIREMENTS: (See Attached)

PHYSICAL DEMANDS :

Activity	Not Req. Never	1-33%/day Occasionally	34-66%/day Frequently	67-100%/day Continuously
1. Balancing		X		
2. Bending			X	
3. Carrying			X	
4. Climbing	X			
5. Crawling	X			
6. Crouching	X			
7. Feeling			X	
8. Fingering/Fine Dexterity			X	
9. Flexing Wrist			X	
10. Grasping/Squeezing		X		
11. Handling/Gross Dexterity		X		
12. Hearing			X	
13. Kneeling	X			
14. Lifting		X		
15. Pulling	X			
16. Pushing	X			
17. Reaching – Above Shoulder		X		
18. Reaching – Shoulder & Below	X			
19. Reclining	X			
20. Sitting				X
21. Standing			X	
22. Stooping	X			
23. Talking			X	
24. Tasting/Smelling	X			
25. Throwing	X			
26. Turning Body			X	
27. Twisting Body			X	
28. Walking			X	
29. Near Vision			X	
30. Midrange Vision			X	
31. Far Vision			X	
32. Depth Perception			X	
33. Visual Accommodation		X		
34. Color Vision		X		
35. Field of Vision/Peripheral		X		

LIFTING AND CARRYING DEMANDS:

	PHYSICAL DEMAND LEVEL	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
	SEDENTARY Class 1 (Administrative)	10 Pounds	Negligible	Negligible
X	LIGHT Class 2 (Clerical & Light Work Activity)	20 Pounds	10 Pounds and/or Walk/Stand/ Push/Pull of Arm/Leg Controls	Negligible and/or Push/Pull of Arm/Leg Controls while seated
	MEDIUM (Moderate Physical Activity)	50 Pounds	20 Pounds	10 Pounds
	HEAVY (Heavy Physical Labor)	100 Pounds	50 Pounds	20 Pounds

ENVIRONMENTAL CONDITIONS:

	NOT REQ'D. NEVER	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
Indoors		X		
Outdoors		X		
Dust		X		
Electric Shock	X			
Explosive	X			
Exposure to Weather	X			
Extreme Cold	X			
Extreme Heat	X			
Fumes/Gases	X			
High Exposed Places	X			
Loud Noises		X		
Mist	X			
Moving Mechanical Parts		X		
Odors	X			
Poor Ventilation	X			
Radiant Energy	X			
Toxic/Caustic Chemicals	X			
Vibration	X			
Wet/Humidity	X			

NAME:

SIGNATURE:

DATE: