

CAREER TRANSITIONS, INC.
Position Description
Client Advocate / Case Manager

Career Transitions seeks a full time client advocate/case manager to provide services to TANF clients enrolled in the Montana Pathways Program, as well as the Workforce Investment Opportunity Act Program. This includes meeting with clients to identify and help reduce their barriers to self-sufficiency through problem solving, setting goals, negotiating employability plans, prioritizing tasks, creating monthly/weekly budgets, providing job search/resume assistance, and connecting clients with additional resources offered by area agencies. Advocates must be able to develop a supportive relationship with clients while also simultaneously holding them accountable for program requirements based on their engagement levels. Bachelor's degree in related field preferred. Please send resume, cover letter, and wage requirements to Jennifer@careertransitions.com.

PRINCIPAL DUTIES AND FUNCTIONS

1. RESPONSIBILITIES

Enrollments

- Refer to program-specific database to identify new clients requiring enrollment and perform outreach to the household.
- Conduct enrollment meetings which include but are not limited to: developing rapport with clients, completing enrollment paperwork and assessments, explaining structure, rules, and requirements of the program, negotiating Employability Plans based on client needs and goals, providing referrals to area resources, and entering all required information into database timely and correctly.

Case Management/Client Advocacy

- Schedule regular meetings with clients according to engagement level and program and provide guidance and support for clients. Attempt to re-engage clients who have failed to maintain contact and impose repercussions for non-compliance based on policy.
- Conduct meetings to include: keeping a calm demeanor with clients during times of stress and crisis, assessing new needs and providing referrals, collecting documentation and verification of activities, revising assessments and Employability Plans regularly, examining budgets and determining eligibility for supportive services, providing job searching, resume, and educational assistance, maintaining hardcopy files with required documentation, keeping database updated, corresponding with clients and partner agencies with case changes.
- Keep person notes, activity assignments, Employability Plans, reconciliations, and other assessments updated in the database, and maintain and submit enrollment reports monthly reports to track cases.

DESIRED MINIMUM QUALIFICATIONS

1. EDUCATION, TRAINING, AND EXPERIENCE

- College degree in relevant field (or combination of experience and education in lieu of degree).
- Minimum of 2 years of case management experience.

2. KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of Microsoft Office software.
- Ability to learn specialized software applications.
- Ability to effectively meet and deal with the public.
- Ability to communicate effectively verbally and in writing.
- Ability to follow verbal and written instructions.
- Maintain internal and external confidential information.
- Ability to utilize good judgement and model appropriate workplace behavior and boundaries with clients.
- Ability to contribute to a positive and calm work environment.
- Exhibit strong attention to detail with an ability to manage a multitude of tasks with efficiency and accuracy.
- Ability to quickly adapt to changing policies and procedures based on state and federal guidelines.
- Exhibit strong organizational skills.
- Exhibit strong leadership skills
- Exhibit a sustained capacity to work constructively with peer level employees and supervisors.
- Flexible schedule with increased work hours during peak workloads.
- Some travel required to fulfill contractual obligations and improve knowledge base through professional development.