

Position Title: Case Manager II & Employment Specialist

Reports To: Case Manager/Career & Education Supervisor

Position: Full-time, Hourly Position

Compensation: \$26/hr. & Full benefits.

About Youth UpRising

Our mission is to transform East Oakland into a healthy and economically robust community by developing the leadership of youth and young adults and improving the systems that impact them. Located in the heart of East Oakland, YU is a neighborhood hub offering young people services and programs to increase physical and mental wellbeing, community connection, educational attainment, and career achievement among youth members.

Case Manager II/Employment Specialist – Position Summary

Youth UpRising seeks a high-energy, goal-oriented, self-motivated, and collaborative leader with excellent communication skills, an impeccable work ethic, and evidenced capacity to build successful relationships with employers to advance youth work and internship opportunities. Driven by results, s/he will recognize the importance of data tracking, and will bring both the ability to learn new software and a strong attention to detail.

The Case Manager II/Employment Specialist will secure and develop job and internship/apprenticeship placements for members of Youth UpRising, and the wider community of youth referrals. The Case Manager II/Employment Specialist will work both externally and internally, building employer partnerships in the business and social service community, while also providing training and coaching for youth as they prepare, apply and interview for, and then achieve and retain employment. The Case Manager II/Employment Specialist will create and maintain detailed reports and records in order to support the aggregation of excellent data.

This successful candidate will be a passionate, self-motivated professional with impeccable relational skills, employer-relations experience, and the ability to work effectively within a context that requires flexibility, a sense of humor and capacity to flourish in a fast-paced, deadline driven environment. This position calls for someone whose passion for Youth UpRising's vision is matched with results-driven leadership, excellent communication skills, creative problem-solving capacity, impeccable follow-through and a passion to transform our community by supporting young adults in achieving vocational and financial well-being.

Primary Responsibilities

External Relationship Building and Job/Internship Placement Development

- **Achieve desired outcomes** regarding apprenticeship and career placement opportunities available to youth members and referrals, and articulated in a marketing plan that you develop.

- Initiate contacts; **build and maintain relationships with local employers** and apprenticeship programs in order to secure opportunities for permanent hires and subsidized internship placements for youth. Network with current and potential employers through appropriate professional networks, business associations and civic organizations as effective. Work in collaboration with Youth UpRising’s strategic plan for career pipeline development in specific sectors. Develop opportunities to meet the specific needs and interests of program participants.
- **Serve as a liaison with employers** to address employer/supervisor concerns in order to maximize youth retention. Generate and maintain the necessary collaborative documents.
- Professionally and effectively **represent Youth UpRising** to business, government, community, funding and field sources as needed, serving as an ambassador and advocate for Youth UpRising and promoting the advancement of our mission.

Internal Coaching, Training and Support

- Provide **coaching, support and assistance** for youth in applying for jobs and preparing for interviews and jobs opportunities.
- **Track hires** and maintain contact and interaction with youth a regular intervals to assess their progress and support them in retaining their jobs. Conduct follow up assessments of youth to assess advancement of career goals in accordance with the department’s Career Service process.
- **Facilitate orientations, activities, training workshops, publications and/or special career events** as needed and assigned in order to increase youth awareness of job opportunities and to build youth ‘soft skills’ for job readiness and retention.
- Support the Career Department’s **curriculum development**, providing ongoing insight in to employer need and collaborate with other staff both internally and across departments in order to enhance youth job placement/retention success.

Administration, Reports and Records

- Maintain current and complete **employer files**. Ensure Worksite Agreements with every employer and regular evaluations of youth workers by site supervisors
- **Keep up-to-date client files**. Keep current and timely records on each participant as they enter and progress through the job placement experience. Maintain complete hard-copy client files as needed and directed.
- Create regular **Monthly Updates and Quarterly Reports** that include both metrics and narrative.
- **Actively participate** in regular schedule of team meetings, agency staff meetings, and individual supervision with the Director of Programs, providing reports and recommendations regarding various courses of action.

Direct Services and Programming (JJCPA) – Under the direction of supervisor:

- Case Manager will contact the last school of record to obtain school records
- Once initial contact has been made, the Case Manager shall, in partnership with the Probation Officer, develop an intervention plan that both the youth and parent will sign as an agreement to cooperate with the Contractor.
- The Case Manager will partner with the Tutors to provide educational support including, but not limited to; tutoring, Individualized Education Plan (IEP), 504 plans, etc.
- Link youth to housing, medical, employment, recreational, and other resources and or support systems. Advocate for young people as they navigate the educational, justice, and other systems.
- Participate in center-wide programming, events, activities, and retreats as requested.
- Maintain documentation requirements and standards.

Other duties as needed and assigned.

Qualification and Competency Requirements

Positional Competencies required of the Employment Specialist

- EDUCATION – Degree in business, human services, social services, education or related field. AA required. Masters or Advanced degree preferred. MBA is a strong plus.
- OUTCOMES-DRIVEN ENTREPRENEURIAL CAPACITY – Ability to creatively develop out-of-the-box solutions and to work either within or outside of existing structures to advance youth career outcomes.
- YOUTH LEADERSHIP DEVELOPMENT – Cultural competency in working with diverse group of young people. Experience working “at-risk” youth. Proven ability to foster positive adult/youth relationships for mentoring and guidance. Demonstrated commitment to youth leadership development and urban community transformation.
- COMMUNICATION – Excellent verbal and written communicator; comfortable presenting in front of a group of individuals. Demonstrated ability to effectively and authentically communicate the desires and capacities of the youth in a way that addresses employer concerns. Experience writing development proposals and reports is a plus.
- COMPUTER AND DATA BASE SKILLS – Proficient in MS Excel and MS Word. Experience with Efforts-to-Outcomes software is a plus.
- PEOPLE MANAGEMENT EXPERIENCE – At least three years’ experience effectively training, developing, managing and supervising a diverse team of leaders.

- **PROGRAM AND PROJECT MANAGEMENT EXPERIENCE** – Experience planning, developing, managing and evaluating program(s.) Demonstrated experience organizing and managing events, campaigns and/or productions. Ability to multi-task and shift priorities. Impeccable follow through.
- **RELATIONAL CAPACITY AND COALITION BUILDING EXPERIENCE** – Experience working with a broad spectrum of internal and external partners, including corporations, govt. agencies and officials, community organizations and leaders. Proven ability to develop, maintain, and build relationships and achieve results.
- **AVAILABILITY** for occasional evening and weekend work.