



CCMEP Case Manager JOB DISCRIPTION

CCMEP Case Manager (Cincinnati)

Full-time position

Location: Hybrid; located at 3458 Reading Road, Cincinnati, Ohio 45229

Reports to: This role reports to the CCMEP Program Manager

Manages: No Direct Reports

Department: IMPACT

Position Overview:

As a Case Manager with the Urban League, you will provide case management services and other appropriate supportive services to assist residents in reaching their identified financial, educational and employment/career goals. You will be responsible for working with eligible residents under the Comprehensive Case Management Employment Program (CCMEP). Additionally, you will be creating opportunity plans which include basic skills assessments, identifying barriers to success for residents; and leading residents to program completions.

What you'll do:

- Build relationships to assist families in identifying financial, educational, and career/job goals, identifying barriers and appropriate services to address such barriers.
- Assist participants in the development of their Individual and Family Success Plan including goal setting, barrier removal and.
- Identify appropriate resources to assist families in accomplishing the goals identified in the Individual and Family Success Plan.
- Assist participants with referrals and the enrollment process for training programs, education and services through partner organizations.
- Create and maintain family (individual) records and files in accordance with guidelines.
- Enter and maintain participant data in data systems in accordance with guidelines.
- Compose letters, correspondence, reports, and performs other clerical duties.
- Conduct Initial Assessments and individualized service plans within 3 days of assignment.
- Maintain caseloads and productivity by ensuring monthly contact with all assigned CCMEP participants/clients in the community and office.
- Keep the youth engaged in their goals and in learning how to use their IOP as a tool to track progress and success. Case management should be provided every 14 days if participant is deemed to need intensive case management.

- Monitor and assess progress of participants/clients per agency policy, regulatory requirements and best practices.
- Meet with clients individually or in a group to assess needs; collaborate with clients, families and other case managers to advocate and provide necessary client reports.
- Provide crisis intervention, advocacy, transportation assistance, financial assistance, ADL assistance, referral and linkage to community resources.
- Ensure participants have access the 14 key elements as identified by CCMEP.
- Maintain confidentiality and secure appropriate release of information.
- Attend all required meetings related to CCMEP.
- Perform other agency-related projects and duties as assigned.

What you'll need:

- Bachelor's Degree is required or Relevant experience in the field of Social Work or related field or 3-4 years of experience working as a case manager.
- Knowledge of Regional Social Service Agencies and other community-based organizations.
- Knowledge in workforce development with experience serving youthful offenders, individuals with mental health conditions, in and out of school youth, substance abuse, senior issues, learning and physical disabilities.
- Computer Skills in Microsoft Office.
- Effective oral and written communication skills.
- Ability to maintain and produce accurate and timely reports.
- Support the work of the Workforce Development team through referrals of eligible participants.
- Ability to work under pressure while maintaining high levels of quality.
- Ability to interact with internal and external customers.
- Display a high level of professionalism and impeccable integrity and confidentiality.
- Valid Driver's license, reliable transportation and insurance.
- Favorable background check.

Working environment:

This is a full-time, in-person position located at 3458 Reading Road, Cincinnati, Ohio 45229. This position requires regular sitting or standing for long periods at a computer; frequent bending, twisting, stooping, and crouching while working at a desk; filing and record handling; regular use of both hands/arms in reaching, handling, grasping, and keyboarding while using a variety of office equipment; frequent use of a telephone and computer to communicate with coworkers and the public; regular standing to use a variety of office equipment; occasionally will lift and carry items up to 30 pounds; regularly communicate in oral and written form with coworkers and with the general public, constant reading, and interpretation of documents.

Salary information:

The estimated salary range for this position is \$42,000 a year. Actual compensation is based on factors such as the candidate's skills, qualifications, and experience.