

Position Description: Employment Case Worker (ECW)

Samaritan Ministry of Greater Washington (SMGW)

Supervisors: STRIVE Team Leader/Program Director

Full-time, January 2018

Organizational Mission

SMGW is a non-profit organization of partner churches and schools committed to empowering individual participants to make transformative changes in their lives through a practice of rigorous compassion and coaching from trained caseworkers. This is accomplished following the *Next Step* approach by which participants set goals and take small achievable “next steps” toward meeting those goals, including taking advantage of supportive services to build personal capacities or overcome personal barriers. Our mission includes intentional engagement with volunteers many of whom experience life-changes for themselves in this process. A significant aspect of this process is related to employment and the STRIVE job readiness training offered at the Skyland Workforce Center (SWC), where this Job Developer-Caseworker position is located. SMGW’s larger goals for mission expansion center on reaching participants where they are through satellite sites anchored in partner institutions; casework for the chronically homeless; and, a direct employment pipeline. Though we are a faith-based organization, SMGW has no religious requirements for its participants.

Position Summary

Reporting immediately to the STRIVE Team Leader and ultimately the Program Director, the Employment Case Worker’s (ECW) primary focus is sustaining current employer relationships, as well as placing and retaining STRIVE and other candidates in employment opportunities of As part of this process, the ECW provides casework assistance for all *Next Step* participants at the Skyland Site with employment as a goal.

The ECW works closely and collaboratively with both the Case Work Associate (CWA) and the STRIVE Trainer/Team Leader for the Samaritan Ministry team at SWC. The ECW and the CWA manage the participant caseload with the ECW’s primary (but not exclusive) focus being on matching course participants and other participants for direct placement. The ECW’s responsibilities include but are not limited to: participant assessment, interview and job readiness preparation, follow-up, plan development, research, problem-solving, documentation and consultation with other team members, notably the Trainer and the CWA. The methodology includes the *Next Step* empowerment approach to life-change as well as the specific requirements of the STRIVE job readiness training. This includes but is not limited to the skills of coaching, advising, encouraging and motivating program participants to set and complete *Next Step* and job readiness training requirements which lead to goal accomplishment.

As a member of the Samaritan SWC team, the ECW also assists the team in shared tasks including but not limited to outreach, course and class management.

Qualifications & Requirements

- At least 3 years demonstrated experience in the field of social/human services/workforce development and a BA/BS degree.
- Proven track record of successful client placement and/or retention outcomes.

- Proven interpersonal and listening skills, with both employment recruiters and with potential participants, who are typically unemployed or underemployed and may be challenged in their communication skills.
- Proven organizational, research and writing skills, including the capacity to maintain electronic records and data.
- Proven oral communication/presentation skills.
- Proven capacity to work effectively on a team.
- Proven ability to create individualized chronological and functional resumes.
- Proven ability to work well with others under pressure and meet deadlines.
- Acquired knowledge of job market trends and qualifications necessary to obtain and sustain employment.

Duties & Responsibilities

Job Development

- Guided by the STRIVE course Trainer/Team Leader, sustains and manages relationships with current employers to promote employment and retention of *Next Step* participants (The Trainer/Team Leader shares this responsibility to the extent that s/he cultivates new employer relationships and works with them in the matching process for the first year.)
- Matches participants with potential employers in the job application and interview process. Follows up with employers and participants in a timely fashion.
- Together with the Trainer and CWA, assists STRIVE course participants in developing realistic and appropriate job expectations, including expectations of growth, learning and positive work attitudes.
- Together with the Trainer, is responsible for hitting targets for successfully and consistently matching STRIVE course graduates to employment opportunities as well as targets for retention up to 2 years out.
- Guided by the Trainer, instructs applicants in resume writing, job search, and interviewing techniques.

Casework

- Assesses circumstances and needs of persons coming to SMGW for assistance, explaining the *Next Step* program as well the STRIVE training and how what we offer can empower them to find employment or otherwise accomplish their goals. Identifies employability issues as soon as possible and initiates corrective actions where possible.
- Develops and updates individual development plans (IDP's) with program participants, assisting them to set and prioritize short, mid and long-range goals and associated *next steps* to lead them toward goal achievement.

- Enters participant information (e.g. registration forms) into the HIRE DC and Apricot (formerly ETO) databases. Maintains proper participant paper files and case notes as directed and required.
- Along with the CWA, follows up with training course “no returns” and dismissals to establish a 1-1 casework relationship and otherwise set goals through the *Next Step* program.
- Assists qualified participants with applying for SNAP and other benefits.
- Follows up systematically with unemployed participants to identify employment opportunities, and to promote and to track job retention among employed participants, in collaboration with other team members.
- As part of overall casework, maintains current information and makes referrals to various regional resources for housing, medical care, food, clothing, training, employment, education, recreation and social services.
- Assists graduates with job re-placement for graduates who lose or leave jobs.
- Counsels participants in need of career-related assistance.
- Along with the Trainer, assists graduates with the planning and implementation of work enhancement and job-skill training with employers and others.
- Updates alumni participants’ records in the paper and computer file systems, as appropriate.

Other Duties as assigned by the STRIVE Team Leader or Program Director

To apply, send a resume and a cover explaining why you think this and SMGW might be a match for you to: Jennifer Seager-Valentine, Program Director, Samaritan Ministry of Greater Washington, jseager@samaritanministry.org