



StepUp Ministry
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Raleigh, North Carolina 27608
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Job Description

Position Title: Adult Program Case Manager

Department: Adult Program

Position Reports To: Adult Program Director

Position Status: Full-Time, Exempt

Position Purpose/Summary: Adult Program Case Managers work with StepUp staff to enhance and sustain adult programming. They teach and train program participants, provide one-on-one and group support, cultivate employer relationships, build and maintain partnerships with agencies and community partners, advocate and support participants, and work as a team member to deliver performance results aligned with StepUp Ministry's strategic plan.

Essential Functions:

Training and Counseling (50%)

- Participate in the planning and delivery of bi-weekly StepUp Employment Training Workshops.
 - Performance standard: All materials are prepared in advance, and modules are presented as assigned.
- Interview, assess, and evaluate workshop participants.
 - Performance standard: Adhere to established protocols (e.g., the REACH assessment).
- Provide information about the Step 2 process during employment workshops.
 - Performance standard: Educate participants on Step 2 programming during orientation, employment training modules, Connect sessions, one-on-ones, and check-ins.
- Counsel individuals to help them understand and overcome personal, social, or behavioral problems affecting their job search and in Step 2 classes.
 - Performance standard: Oversee 25-30 active adult program participants.
 - Performance standard: Work with team members, participants, and volunteers to ensure that program participants have a clear understanding of requirements and are in compliance with program expectations.
 - Performance standard: All case management activities should be entered into Sales Force on a weekly basis, preferably within 24 hours of the interaction.
 - Performance standard: Maintain a working knowledge of relevant resources and provide simple, concrete steps for participants to follow in order to access those resources and achieve their goals.
 - Performance standard: On a monthly basis, progress should be made on resolving known open issues with each participant.

- Develop and maintain strong working relationships with participants.
 - Performance standard: Share observations of participants with other members of the Adult Program Team during the biweekly department meetings and as needed to ensure that the entire team is better equipped to serve each participant.
 - Performance standard: Weekly contact between participant and case manager to encourage and coach, with at least half of the contact occurring via phone or in person versus via text or email. Interactions should be documented in SalesForce.
 - Performance standard: Schedule and conduct at least one monthly face-to-face meeting with each assigned participant in Step 2.
 - Performance standard: Assess progress on individual development plans, goals, and budgets quarterly and provide direct feedback to participants on their progress.
- Participate in planning, coordinating, and engaging participants in weekly Tuesday evening, Wednesday morning, and Thursday evening programming.
 - Performance standard: As part of weekly outreach efforts, educate participants regarding upcoming program events and get commitment as appropriate. Interactions should be documented in SalesForce.
 - Performance standard: Attend all evening events as assigned.
 - Performance standard: Work with team to interview, assess, and collectively select 20-25 new Life Skills program participants quarterly.
- Expand the shared agency referral list.
 - Performance standard: Identify at least one new community agency per year to add to the resource list for participants and update the shared agency referral list accordingly.

Placement (20%)

- Place participants in employment, either solely as a case manager or in collaboration with other adult program team members.
 - Performance standard: Individual and team goals are established on an annual basis.
 - Performance standard: Record in SalesForce and report in team meetings on the staffing and placement progress made on each participant (i.e., outreach made, referrals given, participant interest level, interview dates and results, etc.)
- Make informed placement recommendations to StepUp's Employment Recruiter.
 - Performance standard: Review job descriptions and postings to determine employer needs and requirements.
 - Performance standard: Evaluate participant qualifications by reviewing participant resumes, soft skills, case file, and team member feedback.
- Partner with participants throughout their interview process.
 - Performance standard: Coordinate with Employment Recruiter to confirm interview appointments with participants.
 - Performance standard: Support participants in obtaining transportation to interviews utilizing established resources and protocols (e.g., driving participants, providing bus passes, etc.).
 - Performance standard: Within 24 hours of an interview, follow up with participants to gather their feedback, and follow up with the Employment Recruiter (as applicable) to gather the employer's feedback and discuss next steps.
- Handle HR concerns related to participants placed with StepUp employers.

- Performance standard: When notified of an employment issue by the Employment Recruiter, follow up with the Employment Recruiter within 24 hours to provide a status update on the outreach to the participant and the resolution.
- Performance standard: Incidents and updates should be recorded in Salesforce within 48 hours.
- Oversee the overall function and flow of ENER-G to ensure that participants are receiving value from this component of the program.
 - Performance standard: Coordinate with the Employment Recruiter regarding the employer lineup for each ENER-G session, and proactively reach out to participants who would be a good fit for those employers.
 - Performance standard: Confirm participant attendance at ENER-G and monitor attendance records in Salesforce.
 - Performance standard: After three unexcused absences from ENER-G, Case Managers will issue email and follow-up letter to participants formally releasing them from the program.

Volunteer and Classroom Management (10%)

- Ensure that classrooms are set up appropriately for each program activity.
 - Performance standard: Ensure that handouts, paperwork, food, and technology are prepared, and that furniture is appropriately placed at least 15 minutes before class begins.
- Work with Senior Case Managers to successfully match volunteers with participants for mock interviews during Jobs Weeks.
 - Performance standard: Confirm that each interviewer has an interview evaluation form.
 - Performance standard: Observe sessions between participants and mock interviewers to confirm alignment with the interviewer's evaluation and to identify areas of opportunity to coach participants on further developing their interview skills.
- Maintain routine contact with volunteer co-partners by phone, e-mail, or classroom communication during Step 2.
 - Performance standard: Hold co-partners accountable to providing weekly updates on participant progress.
 - Performance standard: Intervene with and coach participants based on co-partner feedback, and record all updates in Salesforce within 48 hours.
 - Performance standard: Notify venues, instructors, and volunteers immediately of any cancellations or changes with program events. A minimum of four hours' notice should be given whenever possible.
- Coordinate with team members to handle disputes, resolve conflicts, and foster healthy relationships between volunteers and participants in Step 2 process.
 - Performance standard: Notify the Adult Program Team Lead (Cc: Adult Program Director) within 24 hours of becoming aware of an issue involving a participant and copartner.
 - Performance standard: When presenting issues to department leaders, also recommend solutions.
 - Performance standard: Connect with all involved parties within one week.
- Participate and assist in organizing devotions, announcements, and routine events as part of our Tuesday night programming.

- Performance standard: Prepare Phase 1 participants to lead a devotion during the subsequent Phases.
- Performance standard: Ensure that there are announcements every Tuesday night that include information on news and events sponsored by community partners, upcoming program dates and events, etc.
- Collaborate with team members to provide copartner training – new copartner training and quarterly copartner training.
 - Performance standard: The Case Manager assigned to the incoming Step 2 class is expected to lead the corresponding copartner training series.
 - Performance standard: Shadow a seasoned StepUp trainer before leading a copartner training series.
 - Performance standard: Ensure that all training materials, including PowerPoint presentations, are updated and accurate prior to the beginning of a copartner training series and that handouts are prepared for trainees at least one business day prior to each class.

Community Outreach (10%)

- Serve as the primary contact and expert for at least two community referral relationships.
 - Performance standard: For each assigned referral partner, maintain a pattern of regular communication, participate in agency-related events, manage agreement renewals as needed, and provide information back to the StepUp team and participants, including relevant announcements, updates, upcoming events, and literature.
- Support StepUp’s recruitment efforts by speaking at or attending community events to discuss the StepUp programs as needed.
 - Performance standard: Case Managers should participate in at least three community events per year.
- Participate in identifying new community resources.
 - Performance standard: Evaluate the needs within your assigned caseload and proactively identify community partners to help meet those participant needs.
 - Performance standard: Enter new community resource information into Salesforce within 48 hours.
 - Performance standard: Send new community resource information to the Adult Program Team Leader to be included on the master list.
- Provide support as requested to Capital Area Workforce Development and Family Table Collaborative.

Administration (10%)

- Update and maintain accurate data and notes in Salesforce and on the white board.
 - Performance standard: Updates, including job placements and new participant contact information, should be entered within 48 hours.
- Participate in ongoing staff meetings, trainings, and strategic planning processes.

Additional Essential Functions

- The ability to appropriately handle stress and interact with others is an essential function (EF) of this position.
- Regular, timely, and punctual attendance is an essential function (EF) of this position, including the ability to work Tuesday and Thursday evenings as assigned.

- All other duties as assigned.

Education/Training/Licenses/Certifications:

- Associate's degree with 2 years of relevant direct service experience; Bachelor's degree with 1 year of relevant direct service experience; or an equivalent, relevant combination of education and experience.
- Valid NC Driver's License

Knowledge/Skills/Abilities:

Knowledge

- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- **Sociology and Anthropology** — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
- **Therapy and Counseling** — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

Skills

- **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Speaking** — Talking to others to convey information effectively.
- **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

Abilities

- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.

Physical & Mental Demands:

Physical Demands

- This position requires
 - Lifting and carrying up to 10 pounds at a time.
 - Good use of the hands and fingers for repetitive hand-finger actions
 - Continuous talking and hearing (6+ hours per day)
 - Frequent sitting (3 to 6 hours per day)
 - Occasional standing, walking, driving, climbing, balancing, crouching, lifting, carrying, pulling, pushing, and reaching

Mental Demands

- Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Initiative — Job requires a willingness to take on responsibilities and challenges.
- Integrity — Job requires being honest and ethical.
- Leadership — Job requires a willingness to lead, take charge, and offer opinions and direction.
- Self-Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

Work Equipment, Tools, & Safety Equipment:

- Laptop computers
- Printers/scanners/copiers/fax machines
- Telephones
- Salesforce
- Microsoft Outlook
- Microsoft Office Suite (Word, Excel, PowerPoint, etc.)
- Internet browser software

Soft Skills:

1. **Creativity/Innovation** - Identifying or participating in identifying changes & new approaches to items such as procedures, methods, models, products, services, theories, concepts, technologies, etc. that benefit employees, customers and/or the organization.
2. **Customer Service** - Involved with customers in areas such as meeting customer needs, wants & expectations.
3. **Empathy** - The ability to sense the feelings, needs, perspectives and concerns of another party (employees & customers) and thereby build a relationship.
4. **Employee Development/Coaching** - Supporting the professional & interpersonal growth of others.
5. **Flexibility/Adaptability** - The ability to successfully adapt (personally & professionally) to changes in the internal and external environment.
6. **Interpersonal Skills** - The ability to build a relationship with another person or group through effective communication skills (listening, speaking & behaving).
7. **Personal Effectiveness** - The ability to show initiative & confidence in actions on the job and take responsibility for personal actions.
8. **Planning/Organizing** - The ability to plan a project or goal and effectively organize the resources to accomplish the desired outcome.
9. **Presenting** - Communicating to a group or individual for purposes of educating and/or influencing a decision.
10. **Problem Solving** - Proactively defining & resolving problems before they become an issue, and identifying & resolving identified problems for optimum results.
11. **Teamwork** - Working effectively and productively on formal functional (departmental) and/or formal cross-functional teams as a team member.
12. **Written Communication** - uses clear & succinct written communication in the execution of this position to effectively transmit data, instructions, processes, procedures, etc.

The above job description is an overview of the functions and requirements for this position. This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. The physical demands and work environment that have been described are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions in accordance with the Americans with Disabilities Act. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Employee Signature

Date

Supervisor Signature

Date