

# Fostering an Equitable, Engaged, Empowered Community



## Career Opportunity CIW Case Manager for Employment Programs

Position Posted: 11/8/2021	Application Deadline: 11/22/2021
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- To apply, please send a cover letter and resume to [careers@unitedwaydm.org](mailto:careers@unitedwaydm.org)
- For more organizational information, please visit [www.unitedwaydm.org](http://www.unitedwaydm.org)

### Position Summary

United Way of Central Iowa (UWCI) is seeking a Case Manager for Central Iowa Works. Central Iowa Works is a workforce intermediary that works with employers to recruit and retain workers by creating career pathways and with individuals in the community that are interested in entering these career pathways. The Central Iowa Works (CIW) Case Manager is responsible for supporting individuals in our training programs to be able to successfully complete training and connect with employment.

In this position, the ideal candidate will have experience assisting individuals to create resumes and connect with employers. The ideal candidate will also have knowledge of community resources and have experience coaching an individual as they attend training. This position is currently supporting our Central Iowa HealthWorks program, so healthcare knowledge is also helpful.

This position will join one other case manager and will be a part of the Central Iowa Works team and UWCI's income impact area. The HealthWorks program and this position is currently time-limited as grant funding will expire on June 30, 2022. We are actively seeking additional funding to continue the program, but no funding is guaranteed at this point after June 30. The target starting salary for this position is between \$40,000 - \$43,500 annually.

### Why choose United Way of Central Iowa?

United Way of Central Iowa is an established and highly respected nonprofit in the Central Iowa area and the United Way Worldwide network. Employees at UWCI have a passion for the organization's mission and community impact work and strive to create a positive, inclusive, and welcoming work environment. Our Core Values of Compassion, Integrity, Community Engagement, Responsiveness and Striving for Excellence is the foundation for how we do our work and to reach our aspiration to "Engage Community to Empower All." In addition to a competitive salary and robust benefits package including health insurance, a dental plan, 401(k) with match and paid life insurance, we offer the following:

- Generous paid vacation plan, holidays, a personal holiday, and sick time
- Paid volunteer time off
- Convenient central Des Moines location with free parking
- Free, newly remodeled on-site fitness center

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- Tuition Assistance
- Commitment to employee professional development
- Fostering diversity and inclusion initiatives
- Fun monthly opportunities for employees to build camaraderie
- Wellness initiatives

## Essential Accountabilities Include (but not limited to):

- Initiate and maintain strong relationships with participants, employers, and community organizations.
- Develop and grow relationships with employer partners and program participants, regularly solicit their input, and make sure their needs are being met through the project.
- Meet regularly with each client on their assigned caseload and provide support and counseling throughout the participant's training and job process.
- In collaboration with the Program Manager, recruit and enroll participants in the program.
- Develop a case management plan for each participant which outlines goals, objectives, and strategies to achieve goals with timelines and delineation of responsibilities for each element of the plan.
- Complete a career interest inventory and the following assessments on each participant on caseload: academic, risk, barriers, and needs.
- Provide comprehensive employment preparation services to participants including career pathway navigation, job placement and retention services, resume development, interview preparation, and barrier mitigation.
- Help participants to assume responsibility for directing their own service plan, becoming their own advocate, and making informed decisions that will facilitate a successful return to work and the community.
- Arrange interviews and provide labor market and community resource information for each participant.
- Participate in community education efforts related to the program.
- Ensure accurate recordkeeping of participant demographics, case files, referrals, outcomes, etc. Maintain participant confidentiality throughout the process.
- Monitor participant performance on the job and counsel participants when job performance is not satisfactory.
- Maintain contact with employers during the participants' employment and report results to appropriate staff.
- Prepare forms and reports related to training and placement activities; track participant activity and progress data.
- Meet regularly with training and education instructors to proactively address participant issues during training.

## Competencies/Experience:

- Communication Skills – oral and written
- Decision Making
- Adaptability
- Case Management
- Relationship Building
- Collaboration
- Empathy
- Analytical Thinking

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- **Teamwork**

## **Experience:**

- **Two to three years case management experience and direct service delivery related to employment counseling preferred.**
- **Minimum one year non-profit, government, or educational institution experience working with diverse populations facing systemic barriers. Experience working with incarcerated individuals is highly preferred.**
- **Understanding of nonprofit community resources, employers in the community, working with diverse partner groups.**
- **Ability to format and develop resumes and cover letters.**
- **Proficient computer skills in Microsoft Office Suite.**
- **Valid driver's license and access to a vehicle.**

## **Education:**

- **Bachelor's degree in human services or a related field preferred. Additional experience may be considered in lieu of some education.**

United Way is an equal opportunity organization and all qualified applicants for employment or contract assignments will receive consideration for employment without regard to race, religion, skin color, gender, national origin, ethnicity, sexual orientation, gender identity, physical or mental abilities, genetic information, pregnancy, disability, age, family or marital status, veteran status or other characteristic protected by applicable. United Way of Central Iowa will consider qualified candidates with criminal histories in a manner consistent with the role requirements and any applicable local, state, and Federal law.

If you are a job seeker with a disability, or are assisting someone with a disability, and require accessibility assistance or an accommodation to apply for one of our jobs, please call 515-246-6516.