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**CASE MANAGER/CAREER NAVIGATOR**  
**Position Reports To: FRC Coordinator****THE COMMUNITY EDUCATION BUILDING**

The Community Education Building (CEB) is a nonprofit organization that envisions a world where families thrive, and students succeed regardless of their race or zip code. An innovative co-location and shared services model focused on supporting the entire family, CEB offers vibrant programs and support systems that provide a sound foundation for each student. It serves as a hub for families by offering services such as healthy meals, life coaches, and mental health services. This model leads to deeper family engagement in their child's learning and allows schools to focus on teaching and learning, not operations and overhead. Serving over 1,500 students attending school in Wilmington's central business, CEB is an educational ecosystem that holistically integrates programs and resources for students and their families, ensuring that every student has an equitable opportunity to succeed.

**POSITION SUMMARY**

The Case Manager/Career Navigator assists clients with reducing or eliminating barriers to gainful and stable employment. The ideal candidate will have experience and proven success works with participants to assess personal strengths, navigate educational and workforce options, and develop individualized plans to achieve educational goals, develop work readiness competencies, find work-based experiences, and secure and maintain gainful employment.

**Job responsibilities include:**

- Conduct one-on-one job counseling sessions with clients to find gainful employment:
- Understand and assess client background, skills, interests, challenges, barriers, and what they are currently doing to find employment.
- Match client skill set with available job opportunities.
- Assist clients in job search and application process.
- Create tailored and individualized employment plans to meet unique needs of each client.
- Collaborate with team including Public Benefits Navigator to maintain consistent and viable approach and philosophy and support clients with all areas of need.
- Maintain records of client progress and participation; ensure that clients can demonstrate skills and competencies necessary to perform the job in preparation for internship and/or regular employment job search.
- Identify employers and conduct outreach based on the specific job needs of clients; build and maintain relationships with employers to understand job specifications and work culture.
- Participate in regular supervision with FRC Manager by providing regular updates.
- Maintain client files in accordance with program requirements and guidelines.
- Maintain current level of knowledge of curriculum content, program software, and other information on job development programs and initiatives.

- Administers intakes and educational and occupational assessments and produces a comprehensive assessment of participants' personal, educational and employment skills and goals, and support service needs.
- Creates mutually agreed-upon individual service strategy plans and individual education, training and/or employment plans including but not limited to GED, ESL, workforce development programs, certifications, degree programs, volunteer opportunities, internships and on the job training programs. These plans also address potential barriers to employment and how to overcome them.
- Records client interactions, services, and events in a timely and proficient manner, to ensure that goals and objectives are met. Maintains and updates participant plans and files in accordance with program standards and contract requirements.
- Adheres to all federal, state, and local client document confidentiality requirements.
- Works with internal teams and partner organizations to create and conduct education workshops and identify and deploy useful trainings.

### PERSONAL TRAITS AND STRENGTHS

- Client-service oriented
- Strong organizational skills
- Motivating and relatable
- Integrity, credibility, and unwavering commitment to CEB's mission.
- A positive contributor to a friendly, respectful, and supportive work environment.
- Natural relationship builder and problem solver
- Committed to clients
- Good listener

### KEY SKILLS AND EXPERIENCE

- Proficient in Microsoft Office software
- Excellent oral and written communication skills along with ability to make public presentations
- Ability to assess individual skills with precision and make appropriate referrals
- Builds rapport and trust with clients, staff, and stakeholders
- Works collaboratively in all situations with clients and staff
- Ensures clients' comfort and trust
- Practices with a strong code of ethics and integrity and fulfills obligations
- Shows flexibility, initiative, and resourcefulness in all actions and conversations
- Can handle and be entrusted with confidential information
- Bilingual English/Spanish a plus
- Understanding of local, national job market and trends
- Proven experience building relationships with employers
- Proficiency with case management systems
- Detail oriented and data driven.

### EDUCATION AND QUALIFICATIONS

- Bachelor's Degree required, preferably in Social Work, Sociology, Psychology, or related field
- 1-3 years' experience as a Benefits Navigator/Career Focus or case manager working with a broad age range

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- Knowledge of community resources
  - Experience using database software desirable
  - Experience serving limited or non-English speaking and low literacy adults and immigrants, including English as a Second Language, adult basic education
  - Experience with and understanding of public benefit requirements and barriers as it pertains to employment
  - Must be able to pass a federal criminal background check and a Child Protective Services background check
  - A valid driver's license is required and must meet Identity's driving record standard.

### **WORK REQUIREMENTS**

Able to work a flexible 40-hour work week including evening and/or weekend work as necessary.

### **EQUAL EMPLOYMENT OPPORTUNITY**

The CEB is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex, national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local law. Our policy reflects and affirms the CEB's commitment to the principles of fair employment and the elimination of all discriminatory practices.

### **TO APPLY**

Please email a cover letter and resume to Cathy Emerson at [cemerson@cebde.org](mailto:cemerson@cebde.org) with the subject line "Case Manager/Career Navigator".

