



HOMEBOY INDUSTRIES

Case Manager/Eligibility Worker (GO)

MISSION STATEMENT:

Homeboy Industries provides hope, training, and support to formerly gang-involved and previously incarcerated men and women, allowing them to redirect their lives and become contributing members of our community.

JOB SUMMARY

The Case Manager/ Eligibility worker will be the point person to determine eligibility of participants interested in the Growth Opportunity Reentry Program. Assess participants' cognitive abilities, physical and emotional needs to determine appropriate referrals and barrier removal. They will be responsible for identifying career interests, attain relevant skills, work experience and the necessary tools to increase their conflict resolution skills.

DUTIES & RESPONSIBILITIES

- Conduct GO grant intake eligibility screening for program enrollment.
- Assist participants with completing forms and obtaining verification documentation.
- Communicate and coordinate with Justice Partners (Los Angeles County District Attorney's Office, the courts, and probation office).
- Develop Individual Employment Plans for all participants.
- Assess each trainee's education level, work history, strengths, challenges, and desired career pathway/s.
- Listen to participant needs and assist with barrier removal through outside and/ or in-house referrals (e.g., Education, Tattoo Removal, Housing, Mental Health, Substance Abuse, Legal Services, etc.).
- Connect trainees with career skills training, apprenticeships, internships, and monitor progress.
- Collaborate in a multidisciplinary format with Case Managers, Navigators, and Education Team Members to support trainees in achieving their career goals.

- Contribute to the design and delivery of employment readiness classes and workshops for all clients.
- Facilitate conflict resolution and violence prevention classes
- Provide supportive services (e.g., tools, uniform, transportation assistance, etc.) as available.
- Support the job search and application process for trainees by connecting to employment opportunities and facilitating development of a resume, online employment site profile/s, and interview skills.
- Create and maintain physical and electronic participant files by logging events and case notes in the organization's case management information system.
- Help participants increase their conflict resolution skills and prevention of violence.
- Follow-up with participants' employment status via phone, email, or employer contact.
- Provide retention services, such as: supportive services, connect to work- related support groups, assist with getting a wage increase, referrals to community resources, mentoring and overall career counseling.
- Document any employment updates, and other status updates (e.g., incarceration, relapse, retirement, health/medical, deceased, family care, lack of transportation, cannot locate, etc.)
- Collect and analyze data, summarizing in report formats as required.
- Other duties as assigned.

QUALIFICATONS

- Solid understanding of the Individual Employment Plan process
- Possess time management skills to schedule and prioritize meetings with individuals and staff.
- Understand the needs and circumstances of the individuals we're serving
- The ability to frequently and efficiently switch gears between tasks, and strong interpersonal skills.
- Bachelor's degree in related field preferred or 2 years of Case Management experience.
- Excellent verbal and written communication skills
- Proficiency in MS Office (Word, Excel, PowerPoint)
- Willingness and ability to learn.

WORK ENVIRONMENT

- On occasion walk or drive to different local sites throughout the day.
- Combination of field and office environment.
- Working in busy and loud environments.
- Work regularly in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
- This is not a work-from-home position

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Encompass a “do whatever it takes approach” to serving our community
- Always maintain a safe work environment and confidentiality.
- Be proactive, creative, flexible in determining, evaluating & resolving issues.
- Organize & prioritize multiple activities to meet all external & internal deadlines.
- Maintain professional demeanor that reflects positively on the agency.
- Demonstrate respect and courtesy toward others.
- Able to thrive in a work environment emphasizing teamwork and collaboration.
- Respond in a timely manner in all aspects of communication.
- Regular and prompt attendance in the office is required
- Work with limited to minimum supervision.
- Perform other duties as assigned by your supervisor and executive team.

BENEFITS

- Dental, Vision, Medical Benefits
- 401(k)
- Flexible Spending Account (FSA)
- Short-Term & Long-Term Disability, and Accidental
- Pet insurance
- Generous work/ life balance
- 13 Paid Holidays

Homeboy Industries is an Equal Opportunity Employer