



Case Manager Job Description

About Us

The Washington Literacy Center (WLC) has been helping DC residents with the greatest barriers and fewest resources learn to read since 1963.

Overview:

Since 1963 the Washington Literacy Center (WLC) has served over 5,000 DC adults with low literacy skills. The Washington Literacy Center was founded by DC area residents who came together out of a sheer need to support adults who needed assistance in improving their skills to increase their workforce readiness skills and to earn a GED. Consequently, it is well documented that adults with low literacy skills face multiple barriers which include barriers – completing their education, obtaining and maintain a livable wage job, and remaining out of poverty. The WLC has evolved to expanded its focus to include workforce development, math, digital and financial literacy and other courses to help learners improve in their current jobs, obtain better jobs and continue their education.

Salary

Pay: \$52,361 - \$56,148 per year

Job Type: Full-time

Objective: To provide case management services to DC DHS TANF customers preparing to obtain employment, including life skills, educational, and vocational training, and barrier removal.

Responsibilities: Coordinate all services and ensure that customers are making meaningful progress towards preparing for, finding, and meeting education goals. Provide intensive wrap-around case management services that support and facilitate customers' progression and compliance with TANF work participation requirements to the entire caseload. Perform project management duties with the assistance of the Program Manager.

Case Manager:

- Introduce customers to program policies and processes relating to education-based incentive bonuses. Ensure customers are enrolled in and actively participating in educational programs.
- Assist Program Manager in the development of strategies to increase customer enrollments in TEP education classes, evaluate team's progress and identify areas for improvement.
- Assist in the training of Case Manager team.

- Work in coordination with the Community Partnerships Coordinator/ Educational Opportunity Navigator to develop and maintain a list of WLC outbound referral organizations to help assist candidates with barriers to education and employment.
- Perform barrier removal by referring customers to appropriate services, such as health services, childcare, free professional clothing, food banks, substance abuse, and mental health services.
- Connect customers with needed and available community resources. Follow-up with customers and agencies as appropriate to document the use and success of the referral.
- Ensure a positive and high-quality customer experience through all interactions.
- Conduct periodic review of Individual Responsibility Plan (IRP) with the customer at least once every three months and discuss any need to amend the IRP.
- Update Customer Assessment Tracking and Case History (CATCH) System, with detailed narratives, weekly including but not limited to: (a) necessary customer information (b) activity participation information, (c) case notes related to customers' status in participation and their education activities, (d) progress against IRP milestones, (e) efforts to address barriers, and, if any, challenges case manager experiences in working with the customer.
- Compile and maintain detailed and accurate paper-based and electronic case files.
- Perform and monitor requests to remove, sanction, or exempt customers.
- Input accurate and complete data for all contacts with customers into CATCH.
- Ensure that all documents submitted on behalf of the customers are valid.
- Participate in regular staff meetings, staff training, supervisory sessions, and accept the responsibility of aiding the development of positive team relationships as requested.
- Follow-up with candidates to obtain placement information and provide retention support.
- Adhere to WLC policy, procedures, professional conduct, and code of ethics.
- Work closely with Program Manager and staff to identify, plan, organize and drive activities related to overall project management and ensure team's strict adherence to deliverable schedules.
- Drive day-to-day activities to meet overall program objectives.
- Coordinate with other departments to ensure effective communication, adherence to schedules and drive resolutions to issues as required.
- Establish and maintain relationships with appropriate stakeholders, providing day-to day contact on project status and changes.
- Serve as an adviser who can be called upon to support the Program Manager in providing program insight to upper management.
- Represent WLC in meetings with client and expand WLC's brand and customer base.

Case Manager Qualifications:

- Preference for candidates with current TANF experience with strong knowledge of DHS CATCH system.
- Bachelor's degree or a minimum of 5 years of experience providing case management services to TANF customers.
- Previous experience as a case manager.

- Knowledge of counseling/social work best practices with a high-risk population.
- Ability to develop, evaluate, and implement a case management plan, and meet all (IRP) milestones.
- Ability to work independently with a strong sense of focus, task-oriented, non-judgmental, open personal qualities, and a clear sense of boundaries.
- Ability to lead by influence and work in a variety of settings with a culturally diverse customer base with the ability to be culturally sensitive and appropriate.
- Ability to work with customers in a caring and respectful manner and with due understanding of and consideration of their unique circumstances.
- Experience working with persons in crisis.
- Good listening, coaching and problem-solving skills.
- Excellent verbal communication skills and effective at building rapport and trusting relationships.
- Ability to serve as a role model to customers and motivate them towards achieving goals.
- Ability to identify resources and services and link customers as necessary.
- Excellent documentation skills: an ability to complete written forms and reports accurately and on time.
- Ability to analyze and interpret program data.
- A strong sense of respect for confidentiality involving both customers and fellow employees.
- Ability to work effectively within a team.

Other:

- Experience with Microsoft Office 365 (Word, Excel, Outlook)
- Second language is desirable
- Project Management Professional (PMP) certification preferred
- Criminal Background Check required
- COVID-19 testing may be required; COVID-19 vaccination strongly encouraged

Remote Work:

- Temporarily hybrid due to COVID-19

Benefits and Additional Compensation:

- Bonuses
- Health Insurance
- Dental Insurance
- Paid Time-off