



Urban League of
Greater Hartford

*Empowering Communities.
Changing Lives.*

Title: Integrated Case Management Coordinator
Department: Workforce Development
Supervisor: Manager/Director

Purpose of Position

The Work Readiness Coordinator provides oversight of work readiness programming that includes training and case management services. This position is responsible for ensuring the quality of case management and training services, while addressing barrier-removal related programming

Job Responsibilities

- ❖ Work Readiness functions:
 - Establish and maintain contact with participants to ensure they are meeting with Budget Coach and Job Developer.
 - Maintain system for tracking data entry – Efforts to Outcomes (ETO)
 - Develop new job leads and relationships with employers and non-profit agencies to help assist participants in finding and maintaining employment.
- ❖ Maintain hard file records accurately.
- ❖ Assist with program projects.
- ❖ Attend team and external Workforce related meetings.

Other Responsibilities

- ❖ Attends Agency and community meetings as assigned.
- ❖ Assists in executing special projects (i.e., Job Fairs, Volunteer Fairs) as assigned.
- ❖ Serves on Agency and community committees as assigned.
- ❖ Participate in professional development and training activities as required/necessary.
- ❖ Performs other duties as assigned.

Standards for Measuring Performance

- ❖ Excellent written and oral communication skills.
- ❖ Outstanding organizational skills.
- ❖ Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- ❖ Must be able to operate personal computer using Microsoft Office or similar application.
- ❖ Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- ❖ Ability to balance the needs and expectations of multiple constituents.
- ❖ Positive and team-oriented attitude.

Education/Experience

- ❖ Bachelor's Degree in Communications, Social Services or related field
- ❖ Minimum 3 years' work experience in job development, career coaching
- ❖ Knowledge of work readiness development is strongly preferred;
- ❖ Working knowledge of employment community resources; employment practices and professional development practices

Other: Must have a valid driver's license and reliable transportation
Bi-lingual (English-Spanish) preferred

Signature: _____ Date: _____

URBAN LEAGUE OF GREATER HARTFORD -- EQUAL OPPORTUNITY EMPLOYER