

**GOODWILL INDUSTRIES – KNOXVILLE, INC.**  
**JOB DESCRIPTION**

**Good Prospects Case Manager– JOB # NR 772**

**DEPARTMENT:** Workforce Development

**EMPLOYMENT STATUS:** Full Time/Non-Exempt/Professional

**REGULAR WORK SCHEDULE:** 8:00 a.m. – 4:30 p.m. Monday – Friday; Hours will vary to include evenings and weekends to meet the needs of the program.

**GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION:** Responsible for working as part of a cohesive team to ensure goals and objectives are being met for all program activity being provided under the Good Prospects grant. Will be assigned individual goals by the Good Prospects Coordinator and/or VP of Workforce Development.

*This is a new position made possible by a grant to Goodwill Industries—Knoxville, Inc. from The State of Tennessee Department of Human Services. The position’s establishment and continuance may be dependent upon ongoing grant funding.*

**SUPERVISION RECEIVED:** Minimal: Has clearly defined daily, weekly, monthly and annual objectives and tasks. Works closely with Good Prospects Coordinator on day-to-day activities.

**SUPERVISION EXERCISED:** None

**GOOD PROSPECTS CASE MANAGER ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- 1. Completes initial and ongoing training on the 2Gen Approach to ensure that the needs of the whole family, both children and parents are being addressed simultaneously. Understands the purpose of the grant and the four key components: 1) educational success; 2) workforce development and economic assets; 3) health and well-being; and 4) social capital.**

*Proficiency Benchmark: Is able to effectively describe the 2Generational Approach to service delivery and how services being provided under this grant align with this approach and all four components.*

- 2. Completes tasks as assigned that will lead to the success of the program including but not limited to, program participant recruitment, enrollment, assessment, training, goal plan development, employment, retention, and data management.**

*Proficiency Benchmark: Is able to respond timely and appropriately to all requests from the Good Prospects Coordinator or VP of WFD. Is familiar with and understands the Goals and Objectives for the department and as outlined in the grant and the action steps expected that will lead to successful outcomes for the participants and the department. Demonstrates the ability to ask questions, implement personal organizational systems, and track participant progress according to referral source and Goodwill guidelines.*

- 3. Works to establish trusting relationships with all program participants so that they can be fully supported throughout the program in order to achieve their individual employment goals. This includes but is not limited to conducting individual and group meetings with program participants to keep them engaged throughout the entire program.**

*Proficiency Benchmark: Demonstrates the ability to effectively communicate with a wide variety of participants. Takes the initiative to research and review information on disabilities that are less familiar or require specialized communication techniques. Understands the importance of providing meaningful in-services, guest speakers and other ancillary supports necessary to promote growth and development that will lead to community-based employment. Demonstrates the ability to clearly and effectively communicate goals and goal progress. Training tools: Workforce Development Manual, In-service Training Calendar, Meeting Minutes.*

- 4. Utilizes approved screening and assessment tools in order to properly select program participants as required. Ensures that all individuals entering the program meet the minimum established criteria and that the Eligibility and Assessment Plan and Family Self-Sufficiency Outcome Matrix are completed within ten (10) business days of enrollment. Ensures all participants qualify as a “low-income” family and that subsequent eligibility assessments for each enrolled low-income family are completed quarterly or when a major life event happens, whichever occurs first.**

*Proficiency Benchmark: Is able to verbalize the entrance criteria for programs under their responsibility. Understands the entrance assessment tools and how to administer them if applicable. Understands the importance of verifying and documenting low-income status upon entrance and quarterly at a minimum. Understands the process for program denial and who is responsible and the process for entrance if there is a waiting list. Training Tool: Workforce Development and Participant Manuals.*

- 5. Serves as a representative of Goodwill Industries—Knoxville, Inc. in the community and engages in community outreach and networking activities in order to recruit participants and fulfill the goals of the grant. Builds effective linkages and positive working relationships with community partners, service providers, employers, and collaborating agencies.**

*Proficiency Benchmark: Understands and memorizes Goodwill's mission and programs provided. Is able to accurately describe the referral process for the Good Prospects program and is able to direct individuals to the appropriate staff member for programs outside of their responsibility. Can demonstrate professionalism through the use of correct terminology and representation of Goodwill. Training tools: Workforce Development and Participant Manuals, Brochures, website, continuing education, monthly in-service meetings.*

- 6. Ensures all program goals are being met and that participants enrolled in any service is receiving quality services and supports. Maintains an understanding of the needs of the population being served and stays abreast of community resources, training providers and potential employer partnerships that will assist participants in meeting their individual goals. Identifies individualized strategies that will lead to the successful employment of all participants. Ensures all participants remain active in their program and participate in the process of securing employment to the best of their ability.**

*Proficiency Benchmark: Is able to ensure entrance criteria is being met and to ensure participants formulate well-written goals on Individual Career and Financial Plans (ICFP). Understands the process for referral to the program, entrance criteria, including paperwork that is associated with entrance, program progression including the linkage between other services that the participant may be receiving. Works with primary and secondary partners to ensure that there is no duplication of services being provided to the participant. Demonstrates the understanding of the importance of congruency between the ICFP, monthly reports and case notes. Utilizes correct grammar and spelling with all documents. Training tools: Workforce Development and Participant Manuals, The Goodwill Flow, the CARF Manual.*

- 7. Ensures that all participants receive the CFPB Financial Well-being Assessment and that all participants receive basic financial planning and credit recovery. This may be accomplished by individual or group sessions or by referring individuals to our secondary partners.**

*Proficiency Benchmark: Utilizes the CFPB Financial Well-being Assessment in conjunction with the self-sufficiency matrix to assist participants to improve their financial planning and credit recovery, ultimately increasing their well-being assessment score when the post-service assessment is conducted.*

- 8. Ensures that individuals with disabilities or previous justice involvement have the opportunity to participate in job training connections in order to gain basic work skills. Utilizes Project Overcome to assist justice involved individuals to prepare for job interviews.**

*Proficiency Benchmark: Understands the parameters of the program and basic work skills that should be acquired during the program. Works with support staff to ensure participants are increasing skills and preparing for community-based employment. Understands how to utilize Project Overcome and can independently enroll and assist justice-involved individuals to utilize this software.*

- 9. Works with the Job Developer/Placement Specialist to ensure all individuals developing an ICFP work toward identified employment goals and are supported in achieving 90-day, 6-month and 12-month post-employment benchmarks.**

*Proficiency Benchmark: Is able to adequately communicate with the Job Developer/Placement Specialists the goals of each participant to ensure they are provided with the assistance needed to be successful in obtaining and maintaining community-based employment for one year.*

- 10. Ensures that all enrolled participants have access to an opportunity to obtain professional certification through national certification programs offered at Goodwill, including Certified Nurse Assistant, GoodTech, National Retail Federation, and American Hotel & Lodging Educational Institute. Assists participants desiring training outside of these programs to apply for financial assistance and program entry. Ensures that all participants enrolled in training programs provide proof of enrollment and satisfactory participation.**

*Proficiency Benchmark: Is able to describe each program offered by Goodwill and the entrance criteria associated with each program. Is able to adequately convey employment opportunities upon completion of each type of training to program participants and assist them in making educated decisions about enrollment in Goodwill or other trainings that will lead to professional certification. Monitors and tracks each participant to ensure documentation of enrollment and satisfactory participation is being properly maintained in each case file.*

- 11. Ensures program participants are provided with necessary wrap-around supports required to achieve goals outlined in their ICFP. This may include clothing and tools to participate in training or obtain employment, including birth certificates and identification cards, transportation supports, household and health supports, and emergency assistance as needed. Coordinates expenditures to ensure that there is no duplication of supports being provided under this grant and any other federally funded program.**

*Proficiency Benchmark: Can demonstrate the appropriate utilization of screening tools available to assist in identifying supports needed to ensure participant success. Is able to effectively communicate participant needs in appropriate timeframes for the Coordinator to make requests for support services.*

- 12. Ensures all program participant information is kept secure and that all required documentation is maintained according to GWIK standards. Ensures all program participant information is recorded timely and accurately and that all paper files are maintained according to GWIK and funder standards. Keeps the VP of Workforce Development informed of unusual and/or crisis situations as they arise.**

*Proficiency Benchmark: Demonstrates the proper handling of participant information to include signing out case folders, returning all case folders to secure file rooms at the end of each day. Following all electronics policies as outlined by Goodwill, referral sources and CARF, including not using personal emails, locking computer screens and not saving participant documents to computers. Maintaining electronic case files on the server. Completes participant documentation as outlined by Goodwill and funding sources. Does not release information about participants to anyone without written permission from the participant. Understands the purpose of and how to complete a Release of Information form and who and when information can be released. Training tools: Workforce Development, Technology and Participant Manuals. CARF manuals, specific referral source guidelines.*

**ANNUAL PERFORMANCE STANDARDS:  
POINTS RANGE STANDARD**

0-65	<p><b>Contributing to the overall attainment of the outcomes outlined in the grant as assigned as follows:</b></p> <p><b>Outcome1: Serve 150 participants over two years utilizing the 2Gen Approach, ensuring positive outcomes in one or more of the four(4) key components of the 2Gen Approach: 1)Educational Success, 2) Workforce Development and Economic Assets; 3) Health and Well-Being; and 4) Social Capital.</b></p> <p><b>Outcome 2: Ensure a minimum of 70% of enrolled parent participants receive assistance obtaining employment and maintaining employment for at least 90 days based on State-approved pre and post assessments.</b></p> <p><b>Outcome 3: Ensure a minimum of 75% of eligible participants enrolled in education and job training opportunities show an increase in skills or attain a recognized credential based on State-approved pre and post assessments.</b></p> <p><b>Outcome 4: Ensure a minimum of 85% of enrolled low-income families or non-custodial parents complete a financial literacy course and develop a budget State-approved pre and post assessments.</b></p> <p><b>Outcome 5: Ensure a minimum of 50% of enrolled participant that have a disability or previous justice involvement successfully complete a work experience program and show an increase in knowledge of appropriate workplace behaviors State-approved pre and post assessments.</b></p> <p><b>Outcome 6: Ensure a minimum of 50% of enrolled low-income families and non-custodial parents show an increase in social and professional networks by participating in at least one family planning and strengthening workshop or in a professional networking activity State-approved pre and post assessments.</b></p> <p><b>Outcome 7: Ensure a minimum of 50% of enrolled low-income families and on-custodial parents show an increase knowledge of community resources and become more active/involved in their child’s education during educational meetings based on enrolled low-income families and non-custodial parents.</b></p>
0-20	<p><b>Customer Service/Promoting Teamwork: Provides excellent service to all referral sources, Participants, and other community contacts - creating a positive image for the Workforce Development Department and Goodwill Industries-Knoxville, Inc. Good listening skills and remains calm when confronted.</b></p>
0-15	<p><b>Initiative: Takes initiative to complete tasks without being asked. Willingness to make decisions and take responsibility for own actions. Always taking steps to improve their work and assigned areas. Willingness to do whatever is asked.</b></p>

**REQUIRED TECHNICAL SKILLS/ABILITIES:** Must be proficient in Microsoft Office 365. Must be proficient in conducting meetings and instruction using virtual platforms.

**REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:** Must have a valid driver’s license and be insurable under the Goodwill Liability Insurance Plan. Must be willing to become CPR/First Aid Certified and maintain certification. Must be willing to submit to a criminal background check. Must pass a pre-employment drug screen and submit to random screening.

**MINIMUM EXPERIENCE REQUIREMENT:** Two years related experience and/or training working with individuals with barriers to employment.

**MINIMUM EDUCATION REQUIREMENTS:** Bachelor’s Degree in related field. Extensive experience will be considered in lieu of degree.

**ACCESS TO CONFIDENTIAL INFORMATION:** Access to Participant Case files. High access to confidential records.

**HANDLE ORGANIZATIONAL FUNDS:** May be responsible for handling maintenance money at the facility.

**LANGUAGE SKILLS REQUIRED:** Level 3

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

**MATHEMATICAL SKILLS REQUIRED: Level 2**

Ability to add, subtract, multiply and divide in all units of measurement using whole numbers, common fractions and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY REQUIRED: Level 4**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

**PHYSICAL DEMANDS:** This is a **SEDENTARY** position (exerts up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Involves sitting most of the time, but may involve walking or standing for brief periods of time).

**AMOUNT OF TIME IN JOB**

	None	Occasionally	Frequently	Constantly
Standing	___	<u>X</u>	___	___
Walking	___	<u>X</u>	___	___
Sitting	___	<u>X</u>	___	___
Using hands to feel or handle	<u>X</u>	___	___	___
Reaching with hands and arms	<u>X</u>	___	___	___
Climbing or balancing	<u>X</u>	___	___	___
Stooping, kneeling, crouching, or crawling	<u>X</u>	___	___	___
Twisting, bending, and turning	<u>X</u>	___	___	___

**OTHER SPECIAL REQUIREMENTS:** Must comply with the GWIK Drug/Alcohol Free Workplace.

**DISCLAIMER:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the staff member but rather to provide a solid foundation for all staff members to become familiar with their assigned position and department. Refusal to perform assigned duties will be considered insubordination and is cause for immediate dismissal.

Reviewed 11/23; Initial 12/22