



## JOB ANNOUNCEMENT

<b>Job Title:</b>	<b>WIOA Case Manager</b>
<b>Job Number:</b>	<b>19 - 110</b>
<b>Location:</b>	UPD
<b>Department:</b>	70 – Education & Employment
<b>Reports to:</b>	Education and Employment Assistant Supervisor
<b>Supervises:</b>	None
<b>FLSA Status:</b>	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

### COMPANY OVERVIEW

Founded in 1988, Urban Peak is the only non-profit organization in Denver that provides a full convergence of services for youth ages 15 through 24 experiencing homelessness or at imminent risk of becoming homeless. Our goal is to meet youth where they are and to provide them with the assistance and support they need to become self-sufficient or obtain the necessary services they need to exit a life on the streets. Urban Peak provides numerous programs and services that are founded on the principles of trauma-informed care and Positive Youth Development to assist youth in reaching their potential and living a successful life off of the streets. Services include street outreach, a 40-bed shelter for youth ages 15 through 20, a daytime drop-in center, supportive housing, education and employment services, case management, life skills courses, behavioral health evaluations, meals and more.

The youth served at the shelter come from a variety of backgrounds, and we strive to be a safe community for all youth, regardless of race, ethnicity, national origin, religion, class, educational background, sexual orientation, gender identity, or ability status.

### JOB SUMMARY

Under the supervision of the Assistant Supervisor of Education & Employment, the **WIOA Case Manager** will work collaboratively in all areas of Education & Employment (E&E) programming. This position will specifically be involved in the recruitment, screening, and eligibility determination of Workforce Innovation and Opportunity Act (WIOA) clients. Responsible for the completion of client eligibility, file documentation, and day-to-day maintenance of databases, maintaining client WIOA files, and data entry compliance, as well as attending meetings as needed/assigned. This position will work in collaboration with the E&E team, develop individual employment and education plans with youth and collaborate with other agencies and Urban Peak departments to identify and meet career goals of WIOA enrolled youth and Urban Peak youth. Other duties include: facilitating Employment Skills Training (EST) or education hours; providing youth with ongoing support, mentoring, and job coaching; identifying resources for youth to develop skills and connect youth with those resources; making appropriate referrals for youth to utilize available resources in developing job skills; working shelter floor shifts as assigned; and coordinating floor programming.

### QUALIFICATIONS

- A Bachelor's degree in psychology, counseling, social work, human services, communication or a related field and at least three years' experience working with youth; or an equivalent combination of education and experience
- Experience in providing trauma informed care or willingness to adapt this approach is required

- Thorough planning and organizational skills; excellent communication skills, presentation skills, and the ability to be a good listener
- Must be computer proficient and possess experience of Microsoft Office Suite (e.g. Outlook, Word, PowerPoint, and Excel)
- Consistent exercise of discretion, independent judgment in the performance of duties; good problem solving skills; able to handle multiple tasks, assess and change priorities based upon agency/client needs
- Additional experience in job training and educational programming and/or business, marketing, sales or contract procurement is preferred
- Understanding of the provision of and commitment to trauma informed care and positive youth development
- Must be insurable as a driver on Urban Peak's auto liability policy to transport youth using an Urban Peak vehicle and an approved personal vehicle
- Must pass both federal and state background checks
- Must pass pre-employment TB screening

## **JOB DUTIES**

*The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.*

### **Eligibility Assessment and Education & Employment Counseling**

- Recruit/meet with any youth interested in education and employment programming at Urban Peak
- Complete all necessary WIOA eligibility verification requirements and paperwork
- Conduct EST classes- including all relevant 14 elements of WIOA service delivery
- Inform youth of all available programs and program requirements and assist them in making a suitable match for their circumstances and goals
- Assist youth in developing job search skills, filling out applications, professional portfolio development, obtaining identification and other needs that youth may be related to employment
- Guide youth in career exploration and provide support in developing skills and meeting prerequisite requirements for identified employment goals
- Provide support in the education classroom to youth involved in GED, high school, or post-secondary education

### **Case Management**

- Meets with assigned youth to obtain history and complete assessments
- Provides personal interest and attention to each youth, remaining sensitive to the objective of supporting each youth in social, emotional, and intellectual development
- Provide guidance to youth based on the principles of trauma informed care and positive youth development
- Assists youth and other involved persons in facilitating safe and stable housing for the youth, working with youth to develop individual service plans and aftercare plans to achieve their goals
- Conducts and/or participates in teamings with staff involved with youth
- Provides weekly counseling sessions with each youth participant to review progress towards action plan objectives, revise plans, and provide support and accountability
- Acts as a positive role model to further Urban Peak's goals
- Attends all required training, staff meetings and client reviews, being prepared to address client issues
- Collaborates with other agencies for service delivery needs, staying current on resources and developments in this area of specialization

### **Direct Service**

- Participate in student's teamings or case planning meetings, taking a proactive approach in assessing progress, skills development, and overall readiness to pursue education and employment goals
- Provide ongoing case management and aftercare support for youth on caseload
- Transport youth on designated outings in Urban Peak vehicle as needed
- Work shelter floor shifts and provide support in other Urban Peak Programs with the goal of connecting with youth and encouraging entry into education and employment programming

### **Data Management**

- Track services and accurately input data collected on a daily, weekly, and monthly basis in Urban Peak's database and the WIOA database
- WIOA – maintain existing files of both active and exited youth as well as working knowledge of program performance expectations and measures in order to maximize outcomes

### **Continuing Education**

- Attend Urban Peak, Youth Service Provider, and Denver Economic Development & Opportunity staff trainings, in-services, conferences, and development meetings as assigned by supervisor
- Remain current on youth service issues, particularly as they relate to employment and education; use this knowledge to effectively advocate for youth

## **WORK SCHEDULE**

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This is a full time position. The typical work schedule is Monday – Friday; 9:00 a.m. to 5:00 p.m. This position may be adjusted to cover shelter morning shift and attend Urban Peak events.

## **COMPENSATION & BENEFITS**

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The starting salary for this position is 17.49 per hour. Our benefits package includes life, disability, medical & dental insurance, 403(b) plan, paid time off, sick time bereavement time, jury duty, holidays and a RTD Eco Pass.

## **TO APPLY**

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Please submit cover letter, resume, and the names and telephone numbers of three (3) professional and/or academic references to:

Urban Peak  
ATTN: Human Resources  
730 21<sup>st</sup> Street  
Denver, CO 80205  
Fax: (303) 295-6116  
E-mail: [jobs@urbanpeak.org](mailto:jobs@urbanpeak.org)

All attachments should be in Microsoft Word (.doc) or portal document format (.pdf). In the subject field of the email include the job number, job title, and your first and last name. (Example: 012345 – HR Specialist – Doe, Jane).

This position will be filled as soon as a qualified candidate is identified. Due to limited staffing resources we are unable to respond to phone inquiries, including calls to check on the status of a submitted application. Applicants will only be contacted if selected for an interview. This job announcement is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

***Urban Peak is an equal opportunity employer and seeks a diverse pool of applicants.***