Position Opening
Employment Readiness Case Manager

Located in Concord, CA, Monument Impact (MI) seeks a full-time, bilingual (Spanish/English or Farsi or Arabic/English), empathetic and self-motivated individual to join the MI team to provide case management and employment readiness services to our Limited English Proficient CalWORKS clients. This is a unique opportunity to make a significant difference in the lives of our predominately low-income, immigrant and refugee community.

About Monument Impact
Since 2001, Monument Impact has worked with the Monument community of Concord, which is largely comprised of low-income, refugee and immigrant families and people of color, to address barriers to economic advancement. Our mission is to engage with the community to provide training and tools in order for people to become economically self-sufficient, healthy and safe, civically engaged, connected to each other, and committed to lifelong learning.

Job Summary
The Employment Readiness Case Manager (ERCM) reports to the Workforce Development Manager and is responsible for preparing Limited English Proficient (LEP) clients to enter the workforce. The successful candidate will be comfortable working with newly arrived refugees from many different countries to address any barriers they may have to employment, ensure they understand norms and expectations of the American workplace, and that they are learning English through MI’s ESL class that is dedicated to our CalWORKS program. In addition, the right candidate will be comfortable building relationships with local employers to create opportunities for subsidized employment through Contra Costa County’s Expanded Subsidized Employment program (ESE).

Responsibilities include:
1. Outreach and Connections
   a. Build relationships with employers to create hiring opportunities for program participants.
   b. Work with other Monument Impact (MI) staff to engage participants by providing exposure to work and basic job skills leading to successful, long-term job placements.
2. Employment Readiness
   a. Teach a 9-week employment readiness workshop to ensure clients are knowledgeable about what is expected of them in the local job market.
   b. Assist in resume development and assessing the kind of work clients are interested in and would be suitable for their skills.
c. Work with the Loma Vista Adult Education ESL teacher to ensure that three terms of ESL classes are taught annually.

3. Employer Agreements and Job Placements
   a. Develop and execute worksite agreements with employers that accept Expanded Subsidized Employment (ESE) participants, including some who also accept Limited English Proficiency (LEP) individuals.
      - Worksite agreements shall include participant on-the-job training, assignment of job duties and supervision.
      - Place Job ready CalWORKs participants into subsidized employment worksites.
      - Set participants work schedule and approve participant’s timesheets.
      - Monitor participants at their job placements and ensure that they and their employer in accordance with the worksite agreement.
      - Mediate disagreements between ESE participants and worksite staff if necessary.
      - Provide oversight and support to worksite supervisor and ESE participants, and provide work performance assistance individually as needed.
      - Ensure the timely submission of all required employment related documentation.
   b. Facilitate and place CalWORKS program participants in permanent employment, in line with employer needs.
   c. Assist working participants with progression from part-time to full-time employment, or with obtaining a job promotion.

4. Job Retention Services
   a. Follow-up with participants after job placement to assist them with identification of ongoing needs and to refer them to necessary services.
   b. Work with other MI staff to provide personal support and job coaching as needed.

5. Coordination and Administration:
   a. Regularly perform evaluation of program structure, services and overall effectiveness, make ongoing improvements in consultation with other staff and partners.
   b. Meet program and grant goals, and submit reports as required to funders and MI management.
   c. Serve as a member of the MI Economic Development Team and attend MI staff meetings.

Qualifications:
- Bachelor’s degree preferred, particularly in a field related to social work or business; an Associate Degree may be considered based on experience
- Proven success working in an underserved, multicultural environment with the ability to build strong working relationships with diverse groups of people
- Experience building employer relationships for the purpose of job placement and support
- Familiarity with Contra Costa County and Concord job market and job training resources.
- Familiarity with CalWORKs Welfare to Work program; with ability to teach job search skills and provide counsel on job search and retention
- Excellent communication skills, written and verbal, in both Spanish and English or English and Farsi or Arabic
- Confident and trustworthy, with ability to set boundaries
- Experience in case management is preferred
- Demonstrated ability to track employment outcomes and other participant data
- Ability to occasionally work evenings and Saturdays
- Computer proficiency in Outlook, Word, and PowerPoint with expertise in Excel
- Holds a valid California Driver’s License
- Able to lift 25 pounds

**Compensation and Benefits**
- This is a full-time, non-exempt position
- Compensation is commensurate with experience
- Benefits include medical, dental and vision, paid holidays and vacation.

**Application Process**
Qualified applicants should submit a resume, cover letter detailing your interest in this position and experience relevant to this position, and three references to info@monumentimpact.org with the Subject Line: **Employment Readiness Case Manager**.

*Monument Impact is an Equal Opportunity Employer*