

## Lead Employment Case Manager

Position Type: **Regular Full Time**

Location: **Saint Paul, MN**

Travel Required: **Local (fewer than 25%)**

Required Education: **Bachelor's Degree Preferred**

Min Experience Req: **2 year**

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**MERRICK**  
Community Services  
Growing. Stronger. Together.

### Organization Overview

For 114 Years, Merrick Community Services *supports individuals and families to navigate life transitions, find health and stability, and promote independence.*

Merrick Community Services was founded on Saint Paul's East Side in 1908 as the Christ Child Society of Saint Paul, in the tradition of an early 20<sup>th</sup> Century Settlement House, which provided essential services to new arrivals and immigrants, and economically disadvantaged individuals and families. Today, Merrick Community Services (MCS) stands as one of the oldest nonprofit social service agencies in Ramsey County, with a history of being steadfast in assisting individuals and families overcome poverty and become self-sufficient. The core programs of MCS are Employment/Career Services, Family Services, Food Shelves, and Meals on Wheels.

### Description

The Career Resource Navigator provides case management services to youth and adults seeking employment. This position also supports Employment/Career Services' technical and administrative needs, which includes data entry and management, data report generation for funders, placement tracking and follow-up, training class planning logistics, and monthly billing, among other duties. This position reports to the Manager of Employment and Career.

### Responsibilities

- Conduct initial intake of individuals seeking employment services and support.
- Create individual case management plans, with goals and objectives and an evaluation plan to overcome barriers to success.
- Maintain accurate case notes, client records, and database(s) to meet funder standards for programmatic reporting and tracking, and financial reporting and billing.
- Review and update monthly, quarterly and yearly case management plans.
- Complete required and requested reports, evaluations, and summary analysis in a timely manner.
- Support MCS Job Bank, résumé writing, and employment interview preparation.
- Coordinate and support training class planning logistics and update periodic employment verifications.

- Develop and maintain professional communication and positive relationships with current and potential employers and the workforce development provider's network, to support employment opportunities for program participants.
- Assist Manager of Employment and Career in setting and achieving Department goals.
- Attend all Merrick's meetings and events as scheduled.
- Perform other duties, as assigned.

### **Minimum Qualifications**

- Bachelor's degree, with a focus on social work and/or a related field of study, or a combination of training and experience providing an equivalent knowledge.
- Proven track-record of working effectively with racially, culturally, linguistically, and socio-economically diverse communities.
- Strength-based, self-motivated, and goal-oriented.
- Possess strong interpersonal and excellent oral and written communication skills.
- Ability to deal with challenging situations in a calm, fair but effective and professional manner.
- Cooperative team member who can work independently.
- Excellent computers skills and experience with databases and MS Office: Access, Excel, Outlook, PowerPoint, Publisher, and Word.
- Ability to maintain databases and client/participant tracking systems, which are based on intake forms, PSOP, and the requirements of funders and Merrick Community Services.
- This position requires a valid Driver's License and reliable vehicle to travel locally.

### **Preferred Qualifications**

- Bachelors of Science, with a social work emphasis
- Successful experience with employment or workforce development and/or human services case management.
- Experience using any number of client/participants tracking systems including MAXIS, Workforce One, ClientTrack, Ramsey, or Hennepin County database management systems, etc.
- Bilingual competency (Hmong, Somali, and/or Spanish).

*The above statements are not intended to encompass all functions and qualifications of the position. Rather they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description. Employment at Merrick Community Services is at-will and may be terminated by either employee or employer for any lawful reason.*

*We welcome everyone to apply, especially those individuals who are underrepresented in our sector: individuals who identify as BIPOC, LGBTQI+ and gender fluid or gender nonconforming, individuals with disabilities (both seen and unseen), veterans, people of any age or family status.*

*Equal Opportunity Employer: All qualified applicants will receive consideration for employment without regard to age, race, color, religion, disability, marital status, national origin, sex, gender identity, sexual orientation, familial status, genetic information or a protected veteran status.*

