



Work Options for Returning Citizens Care Manager Job Description

Position: Work Options for Returning Citizens (WORC) Care Manager (WCM)

Hours: Part-time, 20 hours/week

Location: Travel between multiple locations in the Metro Denver Area

Reports to: Director of Recruitment & Community Engagement

Supervises: Interns, Volunteers

Position Summary

The WCM will provide re-entry focused care management and program management to our WORC program students, working with pre- and post-release corrections staff and community organizations, including halfway houses and sober living residences, utilizing, and leveraging, community-based resources to create opportunities for our students. And they will support students' re-entry plans and help them begin our in-person program.

Responsibilities Include but Not Limited To:

Care Management

- Support 45+ WORC students and provide weekly, bi-weekly, or monthly check-ins with each student
- Help each student create a re-entry plan and commence the in-person program upon release
- Track students' progress on spreadsheets and through case notes in the database
- Meet with Director of Recruitment & Community Engagement as needed to assess program and client needs
- Communicate with other recruitment and care management personnel as it relates to new enrollees at their respective training sites
- Attend weekly Care Management meetings at Denver Women's Correctional Facility (DWCF) and at Work Options
- Cultivate relationships and effectively communicate with appropriate community leaders, organizations, and businesses to support reintegration efforts within targeted areas, including but not limited to, halfway houses, sober living facilities, Pathways Home Navigators, and Department of Corrections staff regarding client transitional plans and needs
- Provide guidance, feedback and skills-based learning to participants as they work to complete pre-release program requirements, achieving barrier reduction plan goals
- Maintain an accurate record of services by regularly updating individualized barrier reduction plan notes and other database information weekly

Program Management and Development

- Work in support of the Culinary Training Program, helping students develop employable skills and professionalism
- Critique and develop the WORC program with Director of Recruitment and Community Engagement
- Retain a pipeline of applicants to the Work Options program to meet enrollment goals

- Monitor effectiveness of care management efforts and use critical thinking to adjust retention strategy based off data collected from recruitment, enrollment and retention
- Train and supervise interns and volunteers
- Comply with all grant and reporting requirements as mandated
- Other tasks as directed by the Director of Recruitment & Community Engagement

Expectations

- To be a role model for students, colleagues, and community partners always
- Communicate clearly and professionally, positively representing Work Options
- Contribute to student development by upholding standards and policies
- Available for flexible workdays, including evening and weekend work hours
- Participate in meetings and events outside of program hours as directed

Required Qualifications

- Previous proven ability to work with the justice-involved individuals and other marginalized communities
- Minimum 3-year professional experience in job training, care management, human services, human resources, customer service, government, non-profit or related sector
- Minimum 1-year facilitation, public speaking, presentation experience
- Personable with ability to communicate, get along with persons of various cultures, backgrounds and entities, including criminal justice agencies. Able to have productive difficult conversations
- Exceptional organizational and problem-solving skills to manage change effectively
- Ability to take initiative in completing assigned projects with minimal supervision
- Must have access to reliable transportation, 80% of work is offsite. Must have the ability and willingness to perform job related travel
- Ability to work with energy and flexibility in a fast-paced environment
- Proven ability to develop and manage work plans, projects, and timelines. proficient in Office Suite, Google Drive
- Must be able to lift and move materials weighing up to 30 pounds, stand on feet for extended periods of time

Preferred Qualifications

- Significant experience working in job readiness/employment programs
- Trained in effective social service practices such as trauma informed care and systems, culturally responsive approaches, motivational interviewing, and adult skill-based learning
- Strong knowledge of local resources and providing individualized resource navigation
- Bilingual Spanish and English
- Functional skills with social media platforms and other marketing tools

Salary

- Starting hour rate \$20-25/hour.

**Send cover letter and resume to Kristi Hornick at kristi@workoptions.org.
Please no phone calls.**

WORK OPTIONS is an Equal Opportunity Employer and does not discriminate based upon legally protected characteristics. WORK OPTIONS is committed to building culturally diverse staff and strongly encourages applications from persons of color, multi-lingual speakers, and persons with lived experience.