



**Position Title:** Case Manager  
**Work Location:** Jersey City, NJ

The Jersey City Employment and Training Programs' mission is to connect people, businesses, and reputable hard skill training partners while advancing self-sufficiency. We accomplish our mission by being financially sound, performance-driven, value-based, well-versed, and dedicated to organizational development and quality stakeholder relationships. We will have a skilled and diverse team of experts focused on coaching and developing our members to maintain a high quality of life sustainable over changing economic conditions.

**Position Summary:**

The Case Manager is responsible for providing career development assistance, career counseling, and ongoing support to One Stop customers. Within existing rules, they provide the appropriate level of workforce services customized to meet the customers' individual needs.

**Key Responsibilities:**

- Assists customers who are adults and/or dislocated by identifying and understanding the various aspects of the person's individual employment barriers and assist them in overcoming those barriers.
- Initiate the development of an Employability Development Plan (EDP) in the One-Stop Operating System (AOSOS) and ensure that plan includes relevant goals to assist the customers in achieving the career objectives.
- Facilitates the individualized assessment of the adults and youth to determine the customer skills and abilities and interprets the information.
- Directs and connects customers to available resources at the career center or in the community.
- May determine the customer eligibility for program services and activities.
- Initiates contact for an individual with an appropriate training provider to develop an Individual Training Account (ITA).
- Provides active case management and engages the customers in meaningful and relevant activities and maintains customer contact as required.
- Follow up with customers engaged in workforce activities as required and makes appropriate data entry for recording and tracking customers' progress.
- Ensures that all required activities are properly and accurately recorded in the AOSOS.
- Data centers all services according to policies and procedures in a timely manner and as required by policies and procedures.
- Assess college/university transcript of clients interested in completing Associate or Bachelor's degree through NJ State Colleges, Universities and Community Colleges via the Tuition Waiver Program.
- Act as liaison between JCETP and DOL Unemployment for clients enrolled in WIOA training and Tuition Waiver Programs.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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**Jersey City Employment & Training Program, Inc.**

**Requirements and Qualification:**

- Bachelor's Degree required, including or supplemented by 15 college semester hours in vocational guidance or other courses directly related to vocational counseling preparation.
- 3+ years' experience.
- Knowledge and understanding of the principles of Vocational Counseling.
- Strong database and computer skills.
- Familiarity with government grants and contracts, including WIOA, SNAP, TANF, Youth, and Reentry populations.
- Demonstrate customer service skills, problem-solving, and critical thinking skills.
- Commitment to professionalism, professional development, mentorship, and collaboration.
- Excellent writing and communication skills
- Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Organizational and multi-tasking skills; ability to prioritize assignments and meet goals and deadlines.

**NON-DISCRIMINATION AND AFFIRMATIVE ACTION**

The Jersey City Employment and Training Program is an Equal Employment Opportunity Employer. We welcome people of all cultures, backgrounds, and experiences into our team. We encourage people of color, women, members of the LGBTQ community, as well as people with disabilities to apply!

*The Jersey City Employment and Training Program is an equal opportunity employer and does not discriminate against current or prospective employees based on race, color, religious creed, national origin, ancestry, sex, gender identity, age, criminal record (inquiries only), handicap (disability), mental illness, sexual orientation, genetics, active military, or any other protected class in accordance with applicable federal and state laws.*

Job Type: Full-time

Katrice Thomas  
Executive Director

Accepted by:

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Signature

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Date