



**Transitional Jobs Grant - Contract Position**  
**POSITION TITLE: INSTRUCTOR/CASE MANAGER**

This position is a key role in the administration of the HopeWorks Transitional Jobs program. Overall objective is to empower student participants to acquire training and skills to maintain successful employment and reduce recidivism.

**Responsibilities and Duties**

- Service a caseload of up to 50 active participants
- Participate in Job Skills and Retention curriculum presentation.
- Provide ongoing case management services to coordinate and refer participants to outside partners for support services needed to resolve individual barriers to employment
- Provide participants with the details of training requirements and the location of the certification entity and assist them in arranging transportation to certification entity and transitional jobsite.
- Visit participants on transitional jobsite on a schedule
- Monitor and record daily attendance and punctuality in order to quantify and distribute incentives
- Work closely with Workforce Development staff to conduct employer evaluation of participants
- Coordinate with the Program Administrator to ensure that participants who earned incentives receive them in a timely manner
- Follow participants for one year
- Other duties as assigned

**Minimum Qualifications**

- Bachelor's Degree in Social Work, Psychology, Counseling, Criminology or a related social/behavioral science field
- 2-3 years experience delivering case management or wrap around services
- Excellent verbal, written, and interpersonal communication skills
- Ability to work effectively with people who have multiple barriers to employment
- Must be detail oriented and have the proven ability to maintain all requirements of data collection, entry in a database, and show proven outcome measurements
- Responsible for weekly data input into HW database for all program participants
- Knowledge of community resource partners who provide support services
- Ability to travel within Memphis/Shelby County community