



## JOB DESCRIPTION

<b>Job Title:</b> Employment Essentials Instructor and Case Manager	<b>Department:</b> Life Services / Case Management
<b>Reports to:</b> Director of Life Services / Director of Case Management	<b>Job status:</b> Exempt

### JOB SUMMARY

The Employment Essentials Instructor and Case Manager is responsible for preparing HopeWorks clients for the workforce, as well as assisting clients' transition into the workforce. Through timely communication with clients and staff they assist clients from all HopeWorks departments as they begin or continue their engagement with HopeWorks.

The Employment Essentials Instructor works with the Director of Life Services and Director of Case Management. The Employment Essentials Instructor will arrange and facilitate all activities associated with carrying out the Employment Essentials class, including recruiting and assessing potential students, coordinating all class-related activities and coordinating case management services. The Employment Essentials instructor will be responsible for maintaining accurate records of participant progress and outcomes in the client database. They will participate in staff meetings and other relevant meetings associated with client care.

The Employment Essentials Instructor / Case Manager should model HopeWorks values and ethics central to the HopeWorks mission of "Hope in Christ". To be effective in this position, one must be caring, empathetic, conscientious, confidential, culturally-sensitive, and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### **Arrange and facilitate Employment Essentials classes:**

#### **Employment Essentials Instructor**

- Facilitate numerous Employment Essentials classes throughout the year at HopeWorks and Community sites.
- Organize client intakes for each Employment Essentials class with the Case Management Department.
- Develop customized training curricula and materials that are culturally-sensitive and designed to meet students' needs, develop their personal growth, and help them prepare for obtaining and maintaining employment.
- Conduct needs assessments to identify skill gaps among participants.
- Coordinate all class related activities, creating and maintaining a positive, inclusive and student-centered learning environment.
- Facilitate group training sessions and workshops.
- Provide one-on-one coaching and case management assessment.
- Assess the effectiveness of training program through feedback and performance metrics.
- Update curriculum and resources as needed collaborating with employers and industry experts to ensure training relevance.

- Coordinate with Adult Basic Education site leads to recruit clients for new classes.
- Coordinate the schedule of classes, verify with supervisor, and share schedule with Adult Basic Education site leads and other HopeWorks staff as necessary.
- Timely communicate with HopeWorks Workforce staff to assist clients with preparation to enter into the workforce.
- Track the necessary client data in Apricot data collection software. Maintain accurate records of participant progress and outcomes.
- Analyze data for the purpose of communicating class results with HopeWorks staff and identifying necessary improvements for Employment Essentials.
- Serve as Men's Personal and Career Development facilitator as needed.

### **Case Management**

- Provide career counseling and guidance to job seekers, assisting participants with resume writing and interview preparation.
- Assess barriers to employment and coordinate case management interventions.
- Assess student interests, abilities, and values to properly assist them with their job search.
- Communicate with the Workforce Coordinator to identify job opportunities for clients of the Workforce Department.
- Attend weekly Case Management meetings to communicate with other members about how to best serve clients.
- Maintain engagement with client and workforce staff throughout the workforce process.

### **Recruit and Assess Potential Students:**

- Coordinate efforts to recruit potential students.
- Interview potential students.
- Assess and address motivational, behavioral, substance abuse, mental health, and psychosocial issues.

### **Coordinate and Communicate with Volunteers:**

- Arrange volunteers to serve as Faith Encouragers
- Arrange volunteers to assist with other aspects of Employment Essentials classes as needed.
- Communicate with volunteers.

### **Professional Development:**

- Continue to grow and develop as an Employment Essentials instructor by committing to read relevant information, participate in classes, webinars and seminars and/or watching educationally relevant material.
- Perform other duties as requested.

EDUCATION & RELATED WORK EXPERIENCE	
<b>Education Level:</b>	
<b>Required:</b> Bachelor's degree in Social Work or Counseling. Related educational background considered (Criminology, Criminal Justice, Psychology, Ministry, Education) Masters preferred	
<b>Years of Related Work Experience:</b>	
<b>Required:</b> 2-3 years related experience <b>Preferred:</b> Experience in group facilitation, working with individuals who are under-resourced or who have criminal backgrounds.	

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
Able to effectively facilitate groups.	X	
Able to treat all participants with unconditional positive regard.	X	
Able to create, locate, and facilitate curriculum designed to help participants prepare to obtain and maintain work, grow socially, economically and spiritually.	X	
Able to develop healthy, growth-promoting relationships with participants	X	
Able to write and speak well	X	
Able to maintain client confidentiality	X	
Able to maintain records, data, and information	X	
Able to exercise judgement regarding matters of significance	X	
Able to model high standards of ethical and moral behavior and speech.	X	
Able to communicate and work effectively with a team	X	
Able to coordinate multiple activities.	X	

### WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

#### Specific workplace conditions and/or physical abilities that are related to and/or required by this job

- Must be able to walk, stand, and/ or sit for long periods of time.
- Must be able to carry up to 30 lbs. (Participant files)
- Must be able to work inside a correctional environment.
- Must possess a valid driver's license and car insurance.
- Must be drug free and have the ability to pass a drug screen.
- Must be able to work in all weather conditions.
- Must travel throughout the city of Memphis and Shelby County communities.

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

### ACKNOWLEDGEMENTS

**Creation Date:** February 2, 2021

**Revision Date:** June 2026

**Supervisor:** I have approved this job description and reviewed with my employee.

Signature:

Date:

**Employee:** I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

**Human Resources:**

Signature:

Date: