



## **Job Description**

Job Title: Workforce Development and Jericho Scholars Case Manager  
Department: Workforce Development  
Reports to: Workforce Development Manager  
FLSA Status: Non-Exempt  
Prepared By: Nancy Phillips  
Prepared / Revised: 6/23/2022  
Approved By: S. Stewart  
Approved Date: 6/23/2022

**Salary Range:** \$40,000 - \$42,000

**To Apply:** Please email cover letter and resume to Sarah Wagner, Workforce Development Manager, at [swagner@inspirationcorp.org](mailto:swagner@inspirationcorp.org)

## **Overview**

In an atmosphere of dignity and respect, Inspiration Corporation connects people and creates opportunity through access to social services, job training, housing, and food.. Since 1989, Inspiration Corporation has assisted thousands of individuals and families affected by homelessness, extreme poverty and recent incarceration each year.

Inspiration Corporation programs are voluntary, and all service needs and goals are participant- driven. Our case management philosophy is strengths-based and trauma-informed. Inspiration Corporation practices harm reduction and focuses on reducing or minimizing the harm associated with high-risk behavior through motivational interviewing.

At Inspiration Corporation, employees live this mission by demonstrating the following Core Values. Inspiration Corporation believes that these Core Values are what makes the organization one of Chicago's leading facilitators of personal transformation, and a great place to work:

1. Communicate honestly
2. Act with compassion
3. Pursue growth and learning
4. Be humble
5. Take care of ourselves so we can help others
6. Work greater together
7. Create a fun and productive environment

## **Position Summary**

The Workforce Development and Jericho Scholar Case Manager will support participants in meeting their employment, career pathways and educational goals by providing case management, supportive services, and career counseling to participants enrolled in our Food Service Training Program at Inspiration Kitchens or receiving education and training tuition support from the Lori Jericho Memorial Education Fund

## **GENERAL**

- Demonstrate Inspiration Corporation's Core Values.
- Exhibit professionalism and high standards in all aspects of performance.
- Ensure the efficient and effective provision of services with dignity and respect in accordance with the agency's mission.
- Work with all departments as appropriate to ensure that the needs of the agency's participants are addressed.
- Participate in all relevant agency activities for training, information sharing, etc.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned:

- Manage enrollment procedures for both the Jericho Scholars Fund and the Foodservice Training program.
- Screen applicant eligibility based on agency and grant requirements.
- Collaborate with the Workforce Development Manager to develop and execute recruitment strategies aimed towards reaching specific demographic groups.
- Maintain an active and rolling caseload of program participants.
- Develop individualized service plans for participants, identifying goals, barriers and strategies to address barriers to meeting their goals; update individualized service plans according to schedules or per developments.
- Write case notes to document participant interactions, progress on their goals and outcomes.
- Contribute to, prepare and submit accurate and timely data collection on program metrics reporting for internal and external stakeholders (development team, funders, etc.)
- Provide and document client support resources (transportation, clothing, etc.).
- Identify organizations to partner with to gain and send referrals.
- Identify resources to connect program participants to supportive services (e.g. rental assistance, mental health, etc.).
- Develop and participate in programming that offers peer support and builds community among program participants (in-person, and/or virtual).
- Support program continuous improvement and coordination through participating in planning, team meetings, scheduling and site coordination.

## **PROGRAM SPECIFIC DUTIES**

### **Jericho Scholars Fund**

- Support Jericho Scholars in meeting their educational and vocational training goals so that they can secure sustainable employment and navigate a career pathway.
- Communicate with Inspiration Corporation, referring partner organization staff and prospective scholars, providing details and support for the referral process.
- Establish referral, application and other programmatic timelines
- Meet enrollment goals.
- Maintain ongoing contact with participants during their course of study, track their progress, and help them address any challenges affecting their success in and completion of the program.
- Report participant status and outcomes monthly.
- Complete financial transactions for scholar books, supplies, tuition, and other necessary items.
- Collaborate with the Workforce Development Manager in managing the selection process, fund budget and tracking expenses.

- Maintain contact with participants after completion of their education or training. Collect information about participant's initial employment outcomes and outcomes up to one year after starting employment.
- Collect feedback from scholars on how the Jericho Scholars Fund has been a support to them and produce success stories that will be presented to the donor.

#### **Foodservice Training Program**

- Support participants in entering and completing the food service training program and in meeting their employment placement and job retention goals, using trauma-informed, strengths-based, low-barrier, harm-reduction approaches.
- Recruit program prospects prioritizing persons experiencing homelessness or housing instability, returning to the community from incarceration, poverty and other systemic barriers.
- Enroll, orient, and maintain an active, rolling caseload of foodservice training participants.
- Meet with enrolled participants at least once a month and refer to support services as necessary.
- Collaborate with chef trainer(s) and the employment specialist(s) in monitoring participant progress.
- Assess participants' levels of job readiness, provide career counseling, and assist in the development of short and long term goals.
- Fulfill reporting requirements for grants and contracts.

**SUPERVISORY RESPONSIBILITIES:** None.

**EDUCATION, EXPERIENCE & SKILLS:** The following requirements are representative of the education, experience and skills necessary for the position.

A Bachelor's degree in social work or related field preferred. Two years of work experience in nonprofit case management and/or significant life experience required. Candidates who have worked with persons experiencing homelessness or housing instability, citizens returning to the community from incarceration, or other vulnerable populations are preferred for this position. Experience with college access services or scholarship programs preferred. Proficiency in Windows XP and Microsoft Office required.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 10-20 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This position maintains standard office hours, attends evening, weekend, and early morning meetings and functions as required onsite and offsite. Some travel is required.

Main office location: Inspiration Kitchens, 3504 W. Lake Street, Chicago IL 60624

*Inspiration Corporation is an equal opportunity employer.*