



**JOB TITLE:** Case Managers

**POSITION OBJECTIVE:**

Case Managers will be responsible for the full client program cycle provided by Hospitality Training Academy (HTA). Case Managers will outreach to and provide adults with case management, assessment, job coaching and counseling, employment assistance including resume and job interview skills and placement in the hospitality/food service/tourism sector. The Case Managers will report to the Program Director. This role is full-time, non-exempt.

**PRIMARY FUNCTIONS:**

1. Manage case load of clients and be responsible for their successful outcomes;
2. Document plans and services for each client as well as presenting the HTA programs to community organizations as well as employers;
3. Help clients to make informed decisions by acting as their own advocates to achieve self-sufficiency;
4. Develop working relationships with partners to facilitate case coordination and information sharing;
5. Interact with clients to keep track of their progress, assist in identifying and overcoming obstacles to ensure success;
6. Record detailed case information, complete accurately all necessary forms and produce statistical reports;
7. Assess and address any motivational issues with client;
8. Adhere to standards as directed by HTA, programs and/or grants;
9. Adjust quickly to different assignments, drive to and/or work from different locations as assigned;
10. Additional duties, as assigned

**MINIMUM REQUIREMENTS:**

Bachelor's Degree or Associates Degree and a minimum of 2 years related experience  
Workforce or job development experience preferred

**SPECIAL KNOWLEDGE SKILLS AND ABILITIES:**

Demonstrate compassion and empathy for clients

Willingness to support HTA team

Must possess excellent writing, grammar and proofreading skills

Ability to create professional resumes.

Able to implement quality employment programs, be computer literate and able to work on a database

Excellent communication skills are required, both verbal and written

Detail-oriented

Ability to multi-task, think quickly and be willing and able to speak and motivate large groups of people

Committed to advancing HTA's goals and objectives

Must possess a valid Driver's License

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. Duties, responsibilities and activities may change at any time with or without notice.*