



JOB TITLE: Spanish Speaking Employment Specialist/Case Manager

POSITION OBJECTIVE: Employment Specialist/Case Managers are instrumental to the overall success of our clients. Employment Specialists will outreach to and provide adults with individualized case management, assessment, job coaching and counseling, employment assistance including resume and job interview skills preparation, ultimately leading to 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 take ownership of their successful outcomes;
2. Document plans and services for each client
3. Presents the HTA programs to community organizations, as well as employers;
4. Help clients to make informed decisions by acting as their own advocates to achieve self-sufficiency;
5. Develop working relationships with partners to facilitate case coordination and information sharing;
6. Interact with clients to keep track of their progress, assist in identifying and overcoming obstacles to ensure success;
7. Record detailed case information following each point of service to include observations of client skills, job readiness and aptitude in Salesforce database;
8. Analyze and report data as required to maintain accurate client and program-based statistics;
9. Accurately complete all necessary forms;
10. Adhere to standards as directed by HTA, programs and/or grants as well as HTA's policies and procedures;
11. Address any motivational issues with client;
12. Adjust quickly to different assignments, drive to and/or work from different locations as assigned;
13. Additional duties, as assigned

MINIMUM REQUIREMENTS:

Bachelor's Degree

Workforce or job development experience preferred

Biliterate English-Spanish

SPECIAL KNOWLEDGE SKILLS AND ABILITIES:

Demonstrate compassion and empathy for clients and a willingness to support HTA mission.

Knowledge of CalJobs and/or Salesforce

Excellent communication skills are required, both verbal and written

Willing and able to speak and motivate large groups of people

Possess excellent writing, grammar and proofreading skills (creating professional resumes, documenting detailed case notes, introducing clients to employer partners)

Skilled at implementing quality employment programs for each client

Intermediate level computer skills including ability to navigate and work on a database

Multi-task, detail-oriented; quick thinker

Must possess a valid driver's license and personal vehicle to be used for company purposes.

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.