

## **Job Title: Career Navigator / Case Manager**

**Department:** Workforce Development

**Reports to:** Project Lead

**Status:** Full-time (40 hours/week)

**Location:** Moorhead, MN

### **Position Overview:**

The Career Navigator / Case Manager will provide career navigation and comprehensive case management services to New American and BIPOC participants as part of IDC's Targeted Populations Workforce Grant program. This role is critical in guiding participants through skills training, career development, and job placement, with an emphasis on cultural sensitivity, individualized support, and workforce integration.

### **Essential Duties and Responsibilities:**

- **Case Management (40%)**
  - Manage a caseload of up to 30 participants, providing tailored guidance and support.
  - Conduct initial assessments to develop individualized employment plans (IEPs) that reflect participant goals and address barriers.
  - Track participant progress and update records within the Workforce One system.
  - Coordinate with partner organizations to provide support services and referrals as needed.
  - Perform regular check-ins to discuss progress, challenges, and solutions.
- **Career Navigation (30%)**
  - Assist participants in career exploration and planning, providing insights into industry pathways and potential roles.
  - Provide coaching for resume development, interview preparation, and job search techniques.
  - Build partnerships with local employers to support job placement efforts.

- Facilitate access to training programs such as CNA, welding, and CDL, and support participants in completing certifications.
- Offer professional development advice and workplace success strategies to improve long-term outcomes.
- **Program Support (20%)**
  - Collaborate with partners (e.g., CAPLP, M-State, Chamber) to ensure seamless service delivery and program coordination.
  - Participate in program planning and improvement initiatives, offering insights on participant needs and feedback.
  - Organize and facilitate pre-employment workshops, informational sessions, and other career readiness events.
  - Assist in data collection and reporting for program metrics and evaluation.
- **Administrative (10%)**
  - Maintain accurate and timely documentation in the Workforce One system.
  - Track participant outcomes and prepare regular reports for management and grant compliance.
  - Process support service requests and document them according to internal standards.
  - Participate in team meetings, training sessions, and professional development opportunities.

### **Qualifications:**

- **Required**
  - Bachelor's degree in social work, counseling, education, or a related field.
  - 2+ years of experience in case management, career counseling, or workforce development.
  - Proven experience working with diverse populations, especially New Americans and immigrants.
  - Cultural competency and ability to work effectively with interpreters.
  - Proficiency with Workforce One or similar case management systems.
  - Valid driver's license and reliable transportation.
- **Preferred**
  - Bilingual skills in languages commonly spoken by the target population.
  - Experience with government grant programs, reporting, and compliance.
  - Knowledge of local workforce development resources and programs.
  - Familiarity with manufacturing, healthcare, or transportation industries.

- Experience providing financial literacy education to underserved populations.

**Skills and Competencies:**

- Strong organizational skills with meticulous attention to documentation and program compliance.
- Excellent interpersonal, communication, and cross-cultural communication abilities.
- Capable of independent decision-making and problem-solving within a team environment.
- High proficiency in Microsoft Office and database systems.

**Physical Requirements:**

- Primarily office-based work with occasional local travel required.
- Ability to sit for extended periods at a workstation.
- May require lifting up to 20 pounds occasionally.

**Salary Range:**

Competitive, based on experience.