

Job Description

Position:	Reentry Works Case Manager
Reports to:	Program Manager
Primary Location:	Connections Work
Classification:	G2 – Program Coordination
Creation/Revision Date:	03/27/2025

Job Summary:

The Reentry Works Case Manager is responsible for providing workforce development programming and ancillary service and support to individuals referred to our reentry programming. The Reentry Works Case Manager will work with referred participants on an individualized employment plan, deliver a series of one-on-one lessons covering employment preparedness education, financial literacy, deliver an evidenced informed curriculum entitled, Cognitive Behavioral Interventions Employment Adult (CBI-EA), assistance with job search and retention support.

Agency Culture and Values:

At Connections Work, we have core beliefs and behaviors that define our culture. We believe that all people have value, mistakes do not define us, how we show up each day is critical to our success, and psychological safety is a basic human need. We believe that not everyone has the same opportunities, and that positive change is possible through hope, opportunity and second chances.

All employees, leaders, members of the Board of Directors and volunteers are all encouraged to embed these beliefs into their practices, policies, procedures, decisions, and interactions at Connections Work, and model our defined behaviors that stem from these beliefs.

Essential Functions:

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements are representative of the knowledge, skill, ability, and behaviors required. Reasonable accommodation may be made.

1. Conduct essential functions of the Connections Work reentry programming, including conducting orientation, completing client assessments, scheduling group sessions and individual appointments, aiding with obtainment of proper ID and ancillary supports, monitoring clients' progress and fitness for employment and making decisions regarding continued client participation.
2. Provide case management to referred clients including, but not limited to the following responsibilities:
 - a. Develop and discuss employment plans.
 - b. Identify potential job opportunities.
 - c. Aid in the job search process.

- d. Provide job coaching.
 - e. Utilize established protocols and coordinate employment efforts with the Employment Development Team.
 - f. Monitor employed clients to ensure retention and be available should that employment end and new employment must be obtained.
3. Establish and maintain communication with program referral sources. This includes keeping referral sources updated with participant progress when necessary.
 4. Document pertinent information in appropriate files, spreadsheets, and the case management database. This information includes but is not limited to client participation and progress and information needed for statistics and outcomes.
 5. Facilitate cognitive curricula, Workforce Development and Personal Finance workshops to clients in group and one-to-one setting and fill in for other facilitators when necessary. Use and reinforce information and techniques from this curricula and workshops during client interactions. Provide training to BCPS staff members for Cognitive Behavioral Intervention curricula when certified.
 6. Provide interventions and/or instruction for internal value system, appropriate interpersonal skills in the workplace, and other barriers to wellness with clients that demonstrate a need for these added supports.
 7. Attend and actively participate in applicable team meetings.
 8. Provide backup support to all operations of the agency including, but not limited to the reception desk.
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Special Requirements:

1. Bilingual in English and Spanish with skill in oral and written communication, including Spanish communication is preferred.
 2. Must possess a valid Driver's License, have access to a vehicle and be willing to travel to and work at various locations as needed in order to conduct agency business. Some locations require working within the confines of a secure facility and in close contact with residents thereof.
 3. Must possess and maintain valid personal vehicle insurance.
 4. Processing and maintaining a clearance authorization through the Berks County Jail System (BCJS). Connections Work is a plus. Connections Work will process the clearance request as needed.
 5. Possessing and maintaining a clearance authorization through the Pennsylvania Department of Corrections Center (PA DOC) is preferred. Connections Work will process the clearance request as needed.
 6. Must be able to work after agency office hours, as needed for special events and class coverage.
 7. Must complete ongoing training and/or certifications as required for position.
 8. Must abide by the policies and procedures detailed in the Connections Work Personnel Policies and Procedures Manual, the relevant sections of the PADO and the PBPP Code of Ethics, Codes of Conduct and PREA Standards, and the relevant sections of the BCJS manual.
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Additional Responsibilities:

1. Perform any related duties as directed by leadership.
 2. Keep professional relations at a high standard with Connections Work, Berks County Jail System (BCJS), the PA DOC, the PBPP, RMCTC, HFHBC and other service providers, criminal and juvenile justice system officials, volunteers, mentors, partners and related professionals.
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Note: The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of Connections Work. Connections Work is an equal opportunity employer.

REENTRY WORKS CASE MANAGER – Signature / Date

PROGRAM MANAGER – Signature / Date

PRINTED NAME

PRINTED NAME