

Job Description

Position:	R3 Case Manager
Reports to:	Director of Programming
Primary Location:	Connections Work
Classification:	G2 – Program Coordination
Creation/Revision Date:	11/20/2025

Job Summary:

The R3 Case Manager is responsible for providing services and programming to individuals participating in the Rebuilding Reentrants and Reading program (R3). Responsibilities include conducting intake assessments, facilitating workshops, delivering cognitive curricula in a group setting, assisting with resumes, and working individually with clients on job preparedness, job searches and job retention support.

Responsibilities also include supervising a case load of clients, scheduling group and individual sessions, providing ongoing coaching and mentoring and collaborative communication with staff of the Reading Muhlenberg Career and Technology Center (RMCTC), PA Department of Corrections (DOC), the PA Board of Probation and Parole (PBPP), and other service providers.

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 Intake Assessments and R3 orientation and provide program schedule to new participants.
2. Facilitate cognitive curricula and Workforce Development workshops to clients in group and one-to-one settings or fill in for other facilitators when necessary. Utilize and reinforce information and techniques from these curricula and workshops during client interactions. Provide training to Connections Work staff members for Cognitive Behavioral Intervention curricula if certified.

3. Provide case management to current and former participants of the R3 program including, but not limited to the following responsibilities
 - a. Create and/or update resume as needed;
 - b. Identify potential job opportunities and provide job search assistance;
 - c. Discuss and develop individualized employment plan;
 - d. Interface and coordinate employment efforts and client availability with the Employment Development Team;
 - e. Monitor employed clients to ensure retention and aid in additional job search efforts should employment be lost or does not offer enough hours or income;
 - f. Provide budgeting and financial planning support including facilitating personal finance groups;
 - g. Know, model and hold R3 participants accountable to that which is prescribed in the R3 Participant Expectations and ensure participants abide by what is outlined therein.
 - h. Ensure that contractual mandates are met in relation to client service.
 4. Offer ancillary supports such as ID, transportation and other basic needs assistance. Act as liaison to other community support services.
 5. Proactively interact and engage with participants in the current cohort on a daily basis to coach, encourage, direct and support.
 6. Attempt contact with graduates of the program on a weekly basis, continuously encouraging engagement or re-engagement with the program.
 7. Support the accurate and timely completion of the weekly stipend log for the R3 program.
 8. Assess progress through direct contact with client and verification with R3 Case Managers, Lead Case manager, RMCTC, Counselors, Parole Officers, employers and other related professionals.
 9. Document client contact, attendance, progress and other relevant information into client files, spreadsheets and case management system. Communicate with Program Director regarding any issues that clients may have that would require intervention.
 10. Maintain communication with referral sources and other collateral contacts to keep them apprised of clients' participation with mandated program activities. Establish and maintain professional relationships and collaborative communication with key staff from the RMCTC, GoggleWorks, PA DOC, PBPP and other service providers.
 11. Transport R3 program participants to and from various locations including the Connections Work office, Reading Muhlenberg Career and Technology Center (RMCTC), and other training or work locations.
 12. Provide support to partners and ensure appropriate conduct and adequate participation of clients in the R3 program at the Connections Work office, RMCTC, GoggleWorks, and other training and work locations. Intervene and redirect when needed.
 13. Attend and actively participate in applicable team meetings.
 14. Provide backup support for all operations of the agency, including but not limited to the reception desk.
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Special Requirements:

1. Must possess and maintain 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.
2. Must be able to operate a 15-passenger van.
3. Must possess and maintain valid personal vehicle insurance.
4. Must possess and maintain Connections Work authorized driver status. This status requires an acceptable motor vehicle record as determined by our insurance company and includes attending and satisfactorily completing any required driver safety training as designated by Connections Work.
5. Possessing and maintaining a clearance authorization through the PA DOC or PBPP 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 PADC 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, GoggleWorks 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.

R3 CASE MANAGER – Signature / Date

DIRECTOR OF PROGRAMMING – Signature / Date

PRINTED NAME

PRINTED NAME