

The United Planning Organization (UPO) is the designated Community Action Agency for Washington, District of Columbia, and has served the residents of the District since 1962. Our **Vision** for the future is “UPO’s Washington: A city of thriving communities and self-sufficient residents.” Our **Mission** is “Uniting People with Opportunities.”

About this position:

The United States Congress appropriated \$2.2 trillion dollars to aid US citizens and business through the Coronavirus Aid, Relief and Economic Security (CARES) Act. An appropriation from the Act was set aside for Community Action Agencies across the country to address local community challenges resulting from the pandemic.

UPO Workforce Institute (WFI) is seeking an energetic and experienced individuals to join our dynamic team. The ideal candidate must be a self-starter able to work in a fast paced, ever changing work environment, a team player and able to work independently with minimal supervision. This future employees will be expected to deliver a high level of customer support and service to both internal and external WFI customers. The final candidates will need to have the right complement of skills and personality.

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all of our vacancies and to learn more about our company and services.

POSITION: Case Manager
DIVISION/OFFICE: Workforce Institute Placement Division, CARES Act/Stimulus Project
BULLETIN No: 04072020
SALARY RANGE: \$55,000-\$60,000(Commensurate with Experience)
OPENING DATE: July 9, 2020
CLOSING DATE: Open until filled
FIRST SOURCE: N/A

MAJOR DUTIES:

Provide case management services to Community Impact area customers of the United Planning Organization, Workforce Institute. Facilitate enrollment of customers into the UPO Workforce Institute Placement Unit; to include the development of assessments, development of case plans, complete required documentation, establish and maintain a complete client record for each customer enrolled in the program, as well as in the UPO results oriented client/service tracking system.

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BRIEF DESCRIPTION:

Assess each customer, addressing the barriers to self-sufficiency and employment including, personal and financial issues; emotional and physical issues; career decision making and planning issues, etc. Develop case plans in collaboration with customers and based on information identified in the assessment, which captures the goals of each customer. Facilitate the referral process based on the identified needs of customers including emergency assistance requests; support services, such as, mental health; substance abuse recovery; parenting/life skills training; career/job readiness training; financial literacy counseling; employment placement, as well as external referrals to outside service providers. Monitor the progress of customers on assigned caseload, retention and maintain bi-weekly contact with customers via case management sessions, telephone contact, and training group sessions. Complete case progress notes and update client files accordingly. Follow up with customers on the "case roster" on a bi-weekly basis; initiate various levels of outreach including phone calls, letters, and email correspondence to maintain customers' contacts and linkage with UPO. Maintain customer case notes and case files to document case management processes and outreach efforts. Participate in community outreach throughout various DC wards to expand client base and promote UPO WIPD services, as well as attend special events in the DC metropolitan area to further promote the agency and recruit clientele

MINIMUM QUALIFICATIONS:

Bachelor's degree in social work, counseling, psychology, or a related discipline. Direct experience as a Case Manager for at least 3 years in community-based organizations or a similar venue. Ability to maintain confidentiality, work sensitively and effectively with individuals of diverse educational, social-economic and cultural backgrounds. Ability to communicate effectively in writing and orally. Good working knowledge of MS Office (Word, Excel, Outlook and Power Point), data management systems, and the ability to use/learn electronic time-keeping program. Able to work some evenings and.

DESIRED QUALIFICATIONS:

Direct experience as a Case Manager for at least 5 years. Knowledge of District of Columbia non-profit community. Direct experience as a program manager for at least 7 years. Knowledge of District of Columbia non-profit community.

OTHER REQUIREMENTS:

In the event that an offer is extended, the selected candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, as well as pre-employment drug screening, as applicable for the position.

This position IS NOT covered by the Collective Bargaining Agreement with the CWA Union.

[This position is funded by the CARES Act Stimulus project and will end 9/30/2022.](#)

ALL VISITORS TO UPO FACILITIES WILL BE SUBJECT TO TEMPERATURE SCANNING.

To be considered for this position:

**Submit your cover letter and resume to upojobs@upo.org or
fax your cover letter and resume to 202/319-3237.**

Office of Human Resources • United Planning Organization • 301 Rhode Island Avenue NW • Washington, D.C. 20001 • Phone: 202-238-4622
upojobs@upo.org • www.upo.org

UPO is an Equal Opportunity Employer