

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.”

**UPO is committed to** attracting and retaining outstanding and diverse staff who will enhance our engagement and **service** in our communities.

**UPO Workforce Institute (WFI) is seeking an energetic and experienced individual 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 employee will be expected to deliver a high level of customer support and service to both internal and external WFI customers. The final candidate 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](http://www.upo.org) to view all of our vacancies and to learn more about our company and services.

<b>POSITION:</b>	<b>Case Manager, Training Division</b>
<b>OFFICE/DIVISION:</b>	<b>Workforce Institute Training Division</b>
<b>BULLETIN No:</b>	<b>16052021</b>
<b>SALARY RANGE:</b>	<b>\$50,000-\$55,000 annually (Commensurate with experience)</b>
<b>OPENING DATE:</b>	<b>08/9/2021</b>
<b>CLOSING DATE:</b>	<b>Open until filled</b>
<b>FIRST SOURCE:</b>	<b>N/A</b>

**MAJOR DUTIES:**

Provide case management services to UPOWFI Training Division customers. Facilitate enrollment of customers into the UPOWFI to include the facilitation of customer assessments; case plans; completion of required documentation; establishing and maintaining complete customer records, as well as in the UPO client/service tracking system.

**BRIEF DESCRIPTION:**

Complete the registration and enrollment process for UPO customers interested in the training programs. Conduct initial intake to determine eligibility for program services 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 using the information identified in the assessment which captures the goals of the 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.

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**Case Manager**  
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**MINIMUM QUALIFICATIONS:**

Bachelor's degree in psychology, counseling, social work or a related field. At least three (3) years of case management experience working in a community-based organization or similar venues. Working knowledge of MS Office Suite and other data management systems. Ability to maintain confidentiality; and work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds. Availability to work some evenings and weekends.

**DESIRED QUALIFICATIONS:**

Master's degree in psychology, counseling, social work or related field. Five (5) years of direct workforce development and/or other case management experience working in a community-based organization or similar venues. Expert knowledge of the District's non-profit community. Advance skill in MS Office Suite and other data management systems. Ability to maintain confidentiality; and work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds. Availability to work some evenings and weekends.

**OTHER REQUIREMENTS:**

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

**This position IS covered under the collective bargaining agreement.**

**To apply for this position, please submit your cover letter and resume to**  
**[upojobs@upo.org](mailto:upojobs@upo.org)**

**ALL VISITORS TO UPO FACILITIES:**

- Must Wear a Mask While on UPO Premises;**
- Must Practice Social Distancing; and,**
- Will Be Subject to Temperature Scanning Upon Entering UPO Facilities**