

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 to view all of our vacancies and to learn more about our company and services.

POSITION:	Case Manager
OFFICE/DIVISION:	Workforce Institute Placement Division
BULLETIN No:	20032022
SALARY RANGE:	\$55,000-\$60,000 annually (Commensurate with experience)
OPENING DATE:	03/24/2022
CLOSING DATE:	Open until filled
FIRST SOURCE:	N/A

MAJOR DUTIES:

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

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 those goals of each customer. Facilitates the referral process based on the identified needs of customers including emergency assistance requests, support services such as mental health, substance abuse recovery, parting/life skills training, career/job readiness training, financial literacy counseling, employment placement and as well as external referrals to outside services providers. Monitor the progress of customers on assigned caseload and maintains bi-weekly contact with customers via case management session, telephone contact, and training group sessions.

**Vacancy Announcement
Case Manager
Page Two**

Completes case progress notes and updates client files accordingly. Follow up with customers on the “case roster” on a bi-weekly basis; initiates various levels of outreach including phone calls, letters, and email correspondence to maintain customer’s contacts and linkage with UPO. Maintains customer case notes and case files to document case management process and outreach efforts.

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 weekends.

DESIRED QUALIFICATIONS:

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

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 on the Career Center [Apply Here](#)

Special notice to all applicants:

In accordance with the Mayor’s Order (see reference below), every UPO employee, except those with a medical or religious exemption, must be vaccinated by September 19, 2021. UPO abides by the requirements of all Mayor’s Orders regarding COVID-19 Vaccinations; the Orders relate to the program under which you will work.

Mayor’s Order 2021-099 - COVID-19 Vaccination Certification Requirement for District Government Employees, Contractors, Interns, and Grantees

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UPO is an Equal Opportunity Employer

ALL VISITORS TO UPO FACILITIES:

- 1. Must Wear a Mask While on UPO Premises.**
- 2. Must Practice Social Distancing.**
- 3. Will Be Subject to Temperature Scanning Upon Entering UPO Facilities.**