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## **WDI Job Description Access for All Case Manager**

### **POSITION OVERVIEW**

Determine eligibility and suitability of program participants for the Access for All Apprenticeship Readiness Training Program. Provide career counseling and guidance for program participants along with follow up services.

### **RESPONSIBILITIES**

- Recruitment of potential participants
- Direct or coordinate the pre-screening of program participants for potential eligibility and enrollment including required documentation.
- Conduct Intake/Orientation sessions to explain program guidelines, benefits and expectations. Assist applicants with preparation and completion of forms and collect necessary documentation to determine program eligibility.
- Complete comprehensive specialized assessments such as Work Keys and CASAS
- Interview participants to obtain information on work history, training, education, potential barrier and job skills, and to match qualifications with employer's needs.
- Evaluate individuals' abilities, interests, and personality characteristics using tests, records, interviews, and professional sources.
- Maintain current knowledge of Equal Employment Opportunity (EEO) and affirmative action guidelines and laws, such as the American with Disabilities Act (ADA).
- Assist participants with supportive services such as childcare and transportation and refer individuals to public or private agencies or community services for additional assistance.
- Conduct workshops and demonstrate the use of job listings to assist participants.
- Instruct participants in presenting a positive image by providing help with resume writing, personal appearance guidelines, cover letters, thank you letters, interview preparation, and interview techniques and workshop referrals. Review participants' resumes and assist with resume building and revision utilizing strengths-based planning, ONET career tools and website, transferable skills assessments, etc.
- Keep records and prepare reports for management concerning programs, services, and program participants.
- Analyze internal processes and recommend procedural or policy changes to improve program operations.
- Compile and study occupational, educational, and economic information to assist program participants in determining and carrying out vocational and educational objectives.

- Provide participants with information on apprenticeship programs and other advanced training programs.
- Track and verify placements, retentions, and follow-ups.
- Enter electronic case notes on MIS statewide reporting system detailing all contacts, meetings, and activities as they occur at a minimum of every two weeks.
- Respond to participant contacts via telephone, email and in person in a timely fashion; and initiate contact with the participant regularly in order to develop and maintain a consistent and supportive relationship.
- Assist in writing and completing Success Stories and other information requested by the Board of Directors and monitoring committees as needed from the State of Michigan.
- Maintain all participant files.

### **QUALIFICATIONS**

- Bachelor's Degree in related field or equivalent work history.
- Ability to deal with multiple levels of people effectively, in group and individual settings
- Demonstrate a high level of organizational skills and the ability to self-manage and prioritize a dynamic workload

**SALARY:** \$46,000

**LOCATION:** Grand Rapids/Muskegon

### **HOW TO APPLY**

Send resume to: [jbailey@miwdi.org](mailto:jbailey@miwdi.org)