

# Youth Case Manager - ARIZONA@WORK

Professional Full-Time

Tucson, AZ, US

APPLY TO YOUTH CASE MANAGER - ARIZONA@WORK

## Are you right for Goodwill?

Our mission to **provide jobs and training to people to gain skills and achieve independence** is why we do what we do. Our success happens when all team members believe in and support our mission and live by our values every day. If you will contribute to our mission, live our values, and commit to doing your best, please complete this application. If you cannot commit to do all of these things, please stop here and do not complete the application.

With the right team members, we can realize our vision where **all people have the opportunity to reach their potential and contribute to our community**.

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## How this role supports our mission:

The Youth Case Manager provides case management and other support services to at-risk youth and young adults, ages 14-24 under the Workforce Innovation and Opportunity Act (WIOA). This position is stationed at the Pima County ARIZONA@WORK Career Center under a contract / collaborative agreement with the Workforce Development Board. Services include development of training plans, development of career development plans, maintenance of records, and interacting with other service providers. The Youth Case Manager must provide support services by working with individuals with a variety of barriers to employment.

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## What we require from you:

### **Special requirements:**

*Bachelor's Degree in Counseling and Guidance, Vocational Evaluation, Social Services, Education, Psychology or related field preferred.*

*Minimum two (2) years professional level experience in career guidance or related field.*

*At least one (1) year experience working with individuals with barriers to employment.*

*Familiarity with the local labor market, community service agencies, and programs offered by local educational and training institutions.*

*Knowledge pertinent to the needs of adults, dislocated workers, and eligible individuals.*

*Knowledge of resume writing, job searching, and interviewing techniques.*

### **Additional Requirements:**

Ability and willingness to perform all job tasks with a positive attitude.

Communicate in an honest, polite, and well-intentioned manner.

Do the right thing.

Be an excellent team member who willingly helps others, learns new tasks, uses tools, and resources appropriately, and behaves safely.

Interviews, evaluates, and counsels youth participants to determine career goals, barriers to employment, and additional training and education, based on Pima County's eligibility criteria and procedures.

Provides on-going case management to monitor, assess, and document youth participation and documents case notes and progress accurately and timely, as required.

Provides job development and placement services to youth in obtaining employment.

Provides resources for crisis intervention for program participants.

Complies with the Policies and Procedures of Goodwill Industries of Southern Arizona, Inc. and working to promote and uphold the public image of Goodwill.

Perform job duties to the satisfaction of Pima County ARIZONA@WORK Career Center management staff.

Ability to work independently, with minimum supervision.

Ability to be flexible and adapt to changing priorities and environments.

Ability to read, write, and speak English; follow written and verbal instruction. Bilingual a plus.

Possess current AZ driver's license, and personal transportation with proof of auto insurance.

Based on caseload assignment, may be required to obtain AZ Department of Public Safety fingerprint and background clearance within 90 days of employment.

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## Employee Benefits:

Paid Time Off (PTO)

Paid Sick Leave

Company-paid Telemedicine plan

Medical, dental, and vision insurance

Long- and Short-term Disability

Identity Theft Protection

403(b) retirement plan

30% employee discount

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Criminal background screenings will be conducted on all eligible candidates. Only convictions that could impact this position will be considered.

We encourage all national service members, veterans, and their family members to apply.