



Case Manager & Community Outreach Coordinator
Pittsburgh A. Philip Randolph Institute Education Fund, Pittsburgh, PA

Organization Summary

The Pittsburgh Chapter of A. Philip Randolph Institute (APRI) is a non-profit organization in Pittsburgh, PA committed to the social progress of minorities, the poor, and working people. APRI is dedicated to developing and promoting programs that promise democracy, education, and economic opportunity to those who are traditionally disenfranchised or discouraged from productive citizenship, while collaboratively leveraging regional strengths through innovation, education, workforce development, and the cultivation of sustainable business opportunities.

Job Summary

The APRI Case Manager & Community Outreach Coordinator will be primarily responsible for the case management of potential and current students of APRI's flagship curriculum *Breaking the Chains of Poverty* (i.e., BTCP; qualifies students for employment in the construction and building trades, manufacturing, emerging energy, green, and hospitality industries). Case management responsibilities will include assessment, intensive job readiness and job search and placement assistance, and other support. Also, the Case Manager & Community Outreach Coordinator will identify and recruit partners and stakeholders to become a part of the APRI network. Specifically, this person will be identifying community-based organization partners to become a part of the APRI Workforce Alliance, as well as recruiting prospective students and prospective employers for BTCP. This person will be expected to continually promote the mission of the Pittsburgh Chapter of APRI. S/he will work alongside the APRI team to ensure that all aspects of the program -- recruitment, training, and placement of students into family-sustaining careers -- are conducted successfully and with fidelity to the program model.

The Case Manager & Community Outreach Coordinator should have a passion for, and a commitment to, sustainable workforce development principles. An individual who is self-motivated and highly organized, with strong communication and interpersonal skills, will be successful in this role.

Job Duties

- Develop and maintain consistent contact with community partner organizations for the purpose of outreach, recruitment, and promoting the APRI mission
- Assist in the organization of job fairs and participate in job fairs, trade shows, and relevant community events
- Conduct outreach and recruitment of prospective BTCP students
- Oversee screening procedures according to the program model
- Conduct intakes; Conduct thorough assessments of prospective and current students, including a comprehensive understanding of employment and training needs, barriers to employment, other challenges, referrals that may be required, and resources/strengths
- Ensure that each student has a comprehensive Person Centered ISP and accurate individual budget; review and update regularly, at least biannually
- Effectively communicate ISP plans to appropriate contacts, and referrals as necessary



- Obtain information from students' families and/or other services as needed
- Monitor students' eligibility requirements, documentation to support selective service registrations, citizenship, veteran status, and other key demographics
- Maintain current documentation of students' program eligibility and participation
- Assist students with career planning, including job search assistance and support while matching with prospective employers
- Prepare and communicate case notes as needed
- Coordinate preventative opportunities/measures as needed
- Monitor student status throughout the training program and after completion; track outcomes accurately and completely in APRI database
- Refer students to ancillary services as needed
- Assist in matching successful BTCP graduates with employment opportunities
- Conduct follow-up with graduates throughout job search to ensure long-term success
- Work collaboratively in a team environment
- Work as the leader of a specific group assignment as needed; may require identifying tasks for colleagues and tracking progress
- Supervise office volunteers and interns as needed
- Additional duties as assigned

Qualifications and Skills

- Ability to provide exceptional customer service, while maintaining confidentiality
- Thorough understanding of the job search process and industries related to BTCP program model (e.g., construction, manufacturing, emerging energy, etc.)
- Problem-solving skills, organizational skills, and time management skills
- Excellent written and oral communication skills; Attention to detail and accuracy
- Organized; ability to manage multiple projects
- Data entry skills or other database experience is desired
- Strong computer skills and proficiency in Microsoft Office Suite
- Knowledge of social media
- Experience with maintaining a constituent record database
- Ability to work independently and take initiative to achieve team goals
- Experience with various technologies (i.e., hardware and software)
- Knowledge of the greater Pittsburgh region and its nonprofit sector preferred
- Prior experience with or willingness to work with previously incarcerated populations
- Ability to work with and motivate individuals of diverse backgrounds and abilities
- Ability to effectively work in an environment characterized by multiple simultaneous demands and changing priorities
- Ability to interact positively with diverse populations
- Ability to work in a team environment and provide support to fellow team members



Requirements

- Bachelor's Degree is required; degree in counseling, human services, sociology or related field preferred
- Two years or more of counseling, case management, or related experience is required
- Valid Driver's License and access to a reliable, insured motor vehicle; Willingness to use own vehicle on company business (mileage is reimbursed)
- Flexibility in work schedule for evening/weekend meetings and events
- Ability to lift and carry up to 25 pounds of boxes/equipment and perform physical activities as required
- Must be willing and able to obtain Act 33 and 34 Clearances

Reports to: Operations Director

Compensation and Benefits

This position is managed under a collective bargaining agreement and is unionized. Compensation is competitive, and benefits include health care, a defined benefit pension plan, and PTO. Paying union dues is a requirement of the position.

No phone inquiries please. Applications due to info@pittsburghapri.org by 5:00PM May 12, 2017.