



Job Title: Step2 Case Manager

Reports to: Program Manager

Job Goal: To fulfill and uphold the mission and vision of StepUp Wilmington through providing case management and advocacy efforts to individuals and families of the Step2 program

Expectations: Adhere to and teach StepUp Wilmington values: **Reliability, Integrity, Adaptability & Affirmation** - while working with program staff to build and maintain strong relationships with participants and volunteers to guide participants through Job Readiness Training, Employment and into Step2.

Key Responsibilities:

- Implement case management platform that complements the SUW Step2 curriculum and IDP goals and supports participants and families in achieving personal goals
- Work with the Jobs Teams to maintain 40% jobs-to-Step2 program enrollment
- Counsel participants to help them understand and overcome personal, financial, social, or behavioral problems
- Conduct one-on-one assessments and make bi-weekly contact with caseload to check-in on employment and other goals to increase IDP scores
- Work with staff, participants, and volunteers to ensure that program participants have a clear understanding of requirements and are in compliance with program expectations
- Establish working relationships with referral partners and provide appropriate referrals to assist participants in achieving personal, academic, and financial goals
- Serve as lead staff for at least one phase of Step2 classes, assisting in coordinating with, gathering materials for, and providing routine feedback to volunteer instructors
- Plan and organize special events that support the overall growth and well-being of families
- Achieve and report weekly, monthly and quarterly performance results
- Utilize Salesforce to input data and maintain up-to-date records on participants, volunteers, and community partners

Skills/Competencies Desired:

- Bachelor's Degree in human service field
- 3-5 years of experience advocating, empathizing, coaching and counseling participants
- Ability to recruit, train and empower volunteers to build and maintain strong Step2 program
- Ability to be resourceful and make community referrals
- Strong communication skills, verbal and written
- Ability to work independently and as part of a team
- Exhibits a high level of professionalism
- Organized, process and goal oriented with the ability to produce results
- Strong computer skills - Google Drive and Microsoft Applications (database experience preferred)

The Reward: If you're suited for this work, you'll find most of the reward in working with the community to fight for and see change as a direct result of your hard work. That doesn't mean you won't be offered an industry-competitive salary and benefits package. SUW offers full time employees:

- Full medical and dental coverage
- 20 days paid time off and 9 paid holidays within your first year
- Simple IRA matching plan after 2 years of service