

## **FULL-TIME RE-ENTRY CASE MANAGER JOB DESCRIPTION**

**Project S.E.R.V.E. maintains a dual-purpose: To contribute to our community while improving lives of individuals. While training our members in the necessary skills for long-term employment, we focus our energies on improving our community by cleaning and maintaining parks, abandoned properties and Baltimore City schools.**

**The Project S.E.R.V.E. Re-entry Case Manager is responsible for assisting members in obtaining long-term employment and achieving personal goals.**

### **Direct responsibilities include but are not limited to:**

- Teaching workshops and establishing relationships with inmates. Building relationships with committed employers to understand and meet their human resource and business needs.
- Guide members in setting employment and educational goals and creating plans to achieve these goals.
- Maintain a policy which clearly defines the requirements for a member to continue receiving case management support.
- Prepare members for an organized job search, including the securing of ID, understanding background issues, and creating current resumes and reference letters.
- Assist members in selecting jobs and engaging the hiring process in an organized way.
- Prepare members for successful job interviews.
- Provide job retention services to address issues before they lead to separation from employment.
- Help members focus on a long term career path, and a specific time frame for each job.
- Encourage member participation in educational programs, particularly for those lacking a high school diploma.
- Update daily the Project Serve management information system (ETO) with service provided to members, employers, and other supporting agencies.
- Assist in maintaining and improving the tracking system design.
- Track all program graduates for one year including individual case notes and employment retention data.
- Assist graduates in pursuing job advancement and researching future employment to support career goals.
- Develop new employer relationships that will increase career opportunities for successful members.

**Requirements: Bachelor's Degree in Human Services or 4 or more years of experience.**

**Strong computer skills, personable skills and energetic. Comfortable working in correctional facilities.**

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