

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2019**

CASE MANAGER/CAREER SPECIALIST

FLSA STATUS: NON-EXEMPT – PAY GRADE 14 – C

**JOB FAMILY: MANAGERIAL/SUPERVISORY – ACADEMICS
JOB FUNCTION: MANAGERIAL/SUPERVISORY**

GENERAL JOB DESCRIPTION

The Case Manager/Career Specialist will provide direction to students in individual and group settings who have been identified as having a barrier or barriers to being successful in an academic environment and transitioning successfully from school to work.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Identify, recruit, advise and enroll students who meet specified criteria.

Manage a caseload of students and provide follow-up services. Develop a follow-up plan to ensure effective transition to employment or additional education.

Create and implement an Individual Development Plan (IDP) for each student that includes personal, academic and career goals, barriers, and interests.

Assist students in achieving post-secondary educational goals including application and financial aids processes.

Implement appropriate intervention strategies as well as academic/vocational/life goal plans for each individual student.

Facilitate appropriate lessons designed to ensure student achievement specific to life, academic and professional competencies, both individually and in group instructional settings.

Monitor student attendance and provide students with guidance, coaching, and support within appropriate limits.

Create training opportunities through hands-on projects, film presentations, guest speakers, field trips, work-based learning, job-shadowing, community service, and workshops that lead to student mastery of life, academic and professional competencies including developing resumes, finding employers, choosing appropriate jobs, application completion, networking, interviewing, and resigning

Foster an appreciation for teamwork, sense of belonging, and commitment to community service. Work with employers and civic groups to build awareness of and support for youth employment and achievement.

Collaborate with appropriate departments/centers to administer testing programs including pre/post-tests and career interest surveys.

Act as liaison between identified students and the student's parent/guardian/community member.

Refer students to additional support services on an as-needed basis and monitor and follow-up, as needed.

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Comply with all documentation requirements in a timely fashion including contacts and activities involving student achievement and activities. Develop and maintain a well-organized filing system and provide analysis and recommendations when requested. Use the College designated data management system to achieve these goals.

Participate in staff, regional and state-wide meetings, and staff development activities.

Must possess intermediate computer skills such as Microsoft Word and Excel, and the ability to act as an ombudsman.

Must possess the ability to work, both, independently and as a member of a large team and be a self-starter.

Demonstrate effective communication, human relations, and initiative.

Perform other related duties, as assigned.

SUPERVISION RECEIVED

This position reports to the assigned administrator.

SUPERVISION EXERCISED

None

MINIMUM QUALIFICATIONS

A high school diploma or high school equivalency degree supplemented by a minimum of five (5) years of related experience.

PREFERRED QUALIFICATIONS

Bachelor's Degree in Social Services, Counseling, Business Education or a related discipline from an accredited institution and three (3) years of successful associated work experience. Experience working with adult learners, knowledgeable in academic and career development.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 5/07; revised 3/2019