

Case Manager — (SCSEP) Senior Community Service Employment Program

JOB DETAILS

Level: Experienced

Salary Range: \$16.00+ PER HOUR

Job Location: Marion Store [IL, USA]

Travel Percentage: Up to 75%

Job Shift: Day

Position Type: Full-Time

JOB DESCRIPTION

Who are we?

MERS Goodwill is a mission-driven, not-for-profit with a strong foothold in the thrift retail sector. With over 40 retail locations, 40 career centers, and 4 adult high schools across Illinois and Missouri, our amazing culture is represented through diverse teams. We are uniquely different from other retailers because our retail helps fund and fuel our mission to provide training, education, employment, and supportive services for people who have barriers to employment. With MERS Goodwill, you will end your day knowing that you changed lives for the better. Join a great team that makes a real difference.

What will your job be like?

MERS Goodwill is looking for a Senior Community Service Employment Program Case Manager who will perform case management services for the older adults demographic. SCSEP Case Managers help individuals seek employment and training assistance.

The goal of SCSEP is to help program participants gain work experience and overcome barriers by receiving on-the-job training at local employers. With the aid of Case Managers, participants will obtain job skills to help them find full or part-time employment. Successful Case Managers have excellent time management and customer service skills as well as excellent written and verbal skills.

The ideal candidate must be able to manage all communication, paperwork, and case management with proficient computer skills. MERS Goodwill is looking for candidates with social service experience and a passion for working with older adults to help them thrive in our communities.

This position will provide direct support to a 14-county area: **Alexander, Franklin, Hardin, Jackson, Johnson, Massac, Monroe, Perry, Pope, Randolph, Saline, Union, Washington, and Williamson**

What will you love about MERS Goodwill?

- Employer subsidized individual and family medical benefits
- Employer subsidized individual and family dental and vision
- Employee retirement (403b) with company matching 50% up to 6% of employee wages after 1 year of employment
- Employer contributed retirement (401a) of varying contribution percentages, annually after 1 year of employment
- Employer contributed life insurance (twice W2 wages)
- Optional short-term disability, additional life insurance, and accidental death and dismemberment offered
- Employee discount
- Employee Assistance Program
- Paid time off and holidays
- Typical schedule Monday through Friday

What are your primary duties?

- Conduct intake interviews with potential consumers, incorporating information given by other involved parties, and determine eligibility.
- Establish professional and ethical relationships, develop/maintain individualized plans for service.
- Conduct individual/group sessions as needed for program orientation and/or job readiness training.
- Meet performance outcomes in enrollments, entered employment, average wage, and retention details.
- Develop and maintain good communication and working relationships with referring staff and internal teams.
- Develop and maintain knowledge of the required outcome reporting system as required by the project or grant.
- Maintain client files with all required agency and funding source paperwork and complete all paperwork in a timely manner. Maintain confidentiality according to agency guidelines.
- Maintain knowledge of community resources that can be utilized to support consumer needs, i.e., transportation, medical, child care, utilities, etc.
- Make referrals, advocate, and follow up with program participants.
- Model workplace appropriate attire and interactions.

- Actively participate in staff meetings, career center meetings, and other community activities whenever possible.
- Other duties as assigned.
- Frequent travel to assigned counties and/or regions is required

QUALIFICATIONS

- **Education:** Associate's degree required; Bachelor's degree preferred in a social services field.
- **Training and Experience:** Two years of social services, preferably with older adults
- **License and Certification:** Driver's license, valid insurance, and a vehicle that can be used for business purposes (with mileage reimbursement)

HOW TO APPLY

This employment opportunity is available at no cost to you. To apply, please visit the MERS/Goodwill website at: <https://mersgoodwill.org/> and go to "JOBS."

MERS/ MO Goodwill considers applicants for all positions without regard to race, color, religion, sex, national origin, age, marital or veteran status, the presence of a non-job-related medical condition or disability, or any other legally protected status.

The inclusion of any unsolicited information may result in the disqualification of application.

Reasonable accommodations may be requested by contacting HR and are provided whenever reasonable to assist employees in the performance of job duties.

MERS/ MO Goodwill requires various background and record checks upon employment.

EOE