

# GEORGIA MOUNTAINS REGIONAL COMMISSION

## JOB DESCRIPTION

**POSITION TITLE:** Case Manager – Adult/Dislocated Worker  
**FLSA STATUS:** Non-Exempt  
**REPORTS TO:** Adult/Dislocated Worker Program Supervisor  
**PAY GRADE:** DOQ

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### PURPOSE OF CLASSIFICATION

The purpose of this position is to provide comprehensive case management to adult and dislocated workers that are Workforce Innovation and Opportunity Act funded customers. Work is performed under the general supervision of the Adult/Dislocated Worker (DW) Program Supervisor and the Workforce Development Director.

### ESSENTIAL FUNCTIONS

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Assist potential customers in completing the application process
- Conduct reviews on applicant files for accuracy and suitability
- Develop with the client an Objective Assessment and Individual Employment Plan which includes the goals of the client
- Provide ongoing support and career counseling throughout the client's enrollment in the program
- Accurately determine the cost of training, work experience, and/or supportive services
- Maintain open communication to provide individualized case management throughout the program of study and follow-up period
- Document all contact in case notes utilizing the case management data system
- Submit all necessary forms, bills, invoices, and other paperwork needed to maintain a file
- Coordinate services with an array of agencies, training providers, One-Stop Center staff, and employers to ensure the client achieves set goals
- Administer compliance reviews as needed
- Attend local meetings, job fairs, and conferences as required
- Perform other duties as assigned

### KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of Workforce Innovation and Opportunity Act (WIOA) law.
- Knowledge of state and local area WIOA suitability and eligibility requirements.
- Knowledge and proficiency in Microsoft Professional Software, including, but not limited to Word, Excel, and PowerPoint
- Knowledge of GMRC Policies and Procedures.
- Skill in written and oral communication.



- Ability to be flexible and project oriented.
- Ability to present WIOA information in a professional and clear manner.

## **MINIMUM QUALIFICATIONS REQUIRED**

An Associate's Degree or equivalent college credit hours in education, human services, sociology, psychology, social work, guidance and counseling or closely related field.

**SUPERVISORY CONTROLS:** The Adult/Dislocated Worker Case Manager reports to and works with the Adult/DW Program Supervisor and the WorkSource Director who assigns work to the position in terms of department priorities, goals, and objectives. Work will be reviewed through a yearly performance evaluation in addition to regular meetings and observation of department activities.

**GUIDELINES:** Work must be conducted following the laws and guidelines of WIOA at the Federal, State and Local Area level. The Adult/Dislocated Worker Case Manager must also follow all guidance regarding outreach, branding, and case management.

**COMPLEXITY:** The work consists of varied outreach, communication, and case management duties. The priorities set by the various administrative levels change frequently, contributing to the complexity of the work.

## **PERFORMANCE APTITUDES AND ADA COMPLIANCE**

Language: Ability to read, analyze, interpret, and communicate the intricacies of complex documents such as WIOA laws, guidance, and other like information. Ability to write and clearly convey information through routine reports and correspondence. Ability to speak effectively before individual, community groups, employers, auditors, government officials, and employees of the GMRC. Ability to respond to common inquiries or complaints from public officials, citizens, regulatory agencies, or members of the business community.

Mathematical: Ability to add, subtract, multiply, and divide all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentage and to draw and interpret bar graphs.

Communication: Must be able to communicate orally and in written form in a professional manner to give or exchange information, resolve problems, and to provide service to individuals of the region, education and community partners and stakeholders, area employers, city, county, state, and federal officials, auditors, and coworkers.

Reasoning: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to define problems, collect data, establish facts, and draw valid conclusions.

Physical Ability: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-15 pounds). Tasks may involve extended periods of time at a keyboard or workstation and specific



vision abilities required by this job include close vision and the ability to adjust focus. Additionally, the employee occasionally will be required to walk.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions. At times tasks may be performed outdoors where there could be exposure to extreme weather conditions including rain/snow.

Travel: This position will require travel to meetings throughout the Georgia Mountains Regional Commission service area and may require travel to meetings outside the region or state. The Adult/Dislocated Worker Case Manager must possess a valid driver's license and have access to reliable transportation. This position is sometimes required to attend meetings that occur during the evenings (after normal working hours), and/or during the morning (prior to working hours) or weekends. Occasional overnight trips may be required.

**The Georgia Mountains Regional Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Georgia Mountains Regional Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.**

*I, the employee, understand that this document is not to be construed as a contract, either implied or elicited. All information contained herein is merely an attempt by the Georgia Mountains Regional Commission to explain the essential duties that I am expected to perform. I understand that, at my supervisor's discretion, additional duties and responsibilities may be placed upon me at any time.*

*Employee's Signature and Date:*

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*Supervisor's Signature and Date:*

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*Executive Director's Signature and Date:*

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