

## **Case Worker - Full-Time – Grant Funded**

The Case Worker position is responsible for program administration, ongoing support of management, and basic needs assessment/intake. This position serves as the primary operator of CTHires (Connecticut's state workforce system of record) and ETO (Efforts to Outcomes), the two data systems required under the WIOA Youth contract. Both systems must be updated independently- entry in one does not satisfy the other.

This is a grant-funded, funded through **06/30/2027**, full-time position (37.5 hours per week) and requires staff to be available to work on Saturdays, as well as up to two evenings a week.

### **RESPONSIBILITIES INCLUDE:**

#### **Administrative**

- Collects and maintains confidential data and case records. This includes:
- Maintains accurate, real-time records in CTHires and ETO for all participant services, including supportive services, incentives, and PWE hours (each service documented with its own activity code and case note).
- Uploads and maintains all required intake and enrollment documentation across systems and internal files.
- Reviews weekly reports, track deadlines (including ISS 90-day windows), and perform reconciliation to ensure complete, accurate, and compliant records.
- Maintains organized records and prepare compliance tracking spreadsheets for reporting to CWP.
- Works independently and as a team member.
- Attends and actively participate in staff meetings, trainings, workshops, and other available educational opportunities.
- Participates in an overall collaborative environment, and assists with programs, special projects and related duties as assigned.

#### **Counseling**

- Monitors student attendance, identifies barriers, and develops and implements retention strategies.
- Interviews program participants to determine supportive services needed such as housing assistance, mental health referrals, and financial literacy instruction.
- Utilizes broad knowledge of area resources and makes timely referrals.
- Follows up on the needs and goals of youth participants with a continual focus on removing employment and training barriers.
- Assists participants in identifying work experience and job opportunities aligned with their skills, experience, and career goals.
- Collaborates with American Job Centers (AJCs) to generate job leads and placement opportunities.
- Works with internal teams and community agencies to plan and facilitate coping-skills workshops.
- Conducts and logs monthly follow-up outreach calls and emails for students in post- exit status; passes documentation to the College, Career and Case Services Specialist for system entry.

#### **Coaching**

- Promotes positive youth and character development.
- Collaborates with youth from diverse cultures and backgrounds.
- Conducts assessments and plans and develops options and services to address unmet needs in areas such as education, employment, and personal goals.

## **SECONDARY FUNCTIONS**

*Other duties as assigned. The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.*

## **EDUCATION and EXPERIENCE/QUALIFICATIONS**

- Bachelor's degree in Social Work, Education, or related field.
- Two or more years of direct experience serving out-of-school youth (18–24) in an urban environment, preferably in programs designed for disconnected or opportunity youth.
- Two or more years of case management experience, preferably involving the use of workforce platforms or case-tracking software.
- Ability to take initiative and ownership of projects with strong attention to detail and accuracy.
- Ability to work effectively on multiple assignments in a team environment.
- Excellent organizational and administrative skills.
- Proficient in Microsoft Office suite and Google products.
- Excellent customer service skills.
- Demonstrated ability to establish and maintain effective working relationships with co-workers, other service providers, community partners, youth and their families, clients, and the general public.
- Thorough ability to follow oral and written instructions and to maintain confidential information
- Familiarity with human services programs, as well as federal, state, and community resources and programs.
- Excellent English communication skills (written and oral).

## **PHYSICAL DEMANDS / WORK ENVIRONMENT**

- Ability to continuously bend, twist, stoop, reach, and pull.
- Ability to maintain composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit, and stand for extended periods.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

## **What we offer employees:**

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- Municipal Employee Retirement Fund-Pension Plan with employer contribution
- Health Care, Dental, and Pharmacy benefits
- Life Insurance

- Paid Time Off - Vacation, personal, and sick time
- 2 Floating Holidays
- 11 Paid Holidays
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education, and staff engagement opportunities
- Commitment to an active plan of diversity, equity, and inclusion work, including implementation of the staff-led DEI Road Map.

**What we offer the community:**

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating, and engaging spaces where people can learn and discover, explore their passions, and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees, including English Language Learning, Citizenship preparation, and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia Teen Spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio, and video collections

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference “**Case Worker**” in the subject line of your email.

**Hiring Range:** \$50,863.28-\$53,612.78 **DOE**

**Hartford Public Library is an Equal Opportunity Employer.**