



Building Better Futures

Case Manager- W-2 Program

(Financial Employment Planner)

JOB CODE: WW001

Schedule: Full Time On-Site

Work Status: Regular

Salary: Starting at \$17.00, negotiable based on experience

Location: Milwaukee, WI

We Invite You to Join UAMOS' Diverse & Dedicated Team

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UAMOS' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UAMOS is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

Benefits

To support its team members, UAMOS offers highly competitive compensation as well as a benefits package including:

- Paid time off that increases over your years of service
- 12 paid holidays annually
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment
- The options to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses
- A variety of support services to promote well-being through the employee assistance program
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UAMOS annually contributes at least 3% of employees' eligible compensation

Advancement

In addition, UAMOS offers opportunities for advancement. In fact, a number of the senior management, including Lupe Martinez, President & CEO, were promoted from within the organization.

Diversity & Equal Opportunity

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

Are you looking for a rewarding career that allows you to have an impact on people's lives? We have an awesome opportunity available!

As a Case Manager (FEP) you will be responsible for managing a caseload of applicants and participants within the Wisconsin Works (W-2) and other related programs. You will determine initial and ongoing eligibility; establish and maintain Employability Plans (EP); assign appropriate employment, training, and education activities; and determine and provide needed support services. You will also partner with Employment/Career Services and Education Units to facilitate movement into stable employment, and or, work with formal assessment providers and legal advocates to guide participants through the SSI/SSDI application process.

Primary Responsibilities:

1. Determine initial and ongoing eligibility for W-2/Refugee Cash Assistance (RCA)/Refugee Medical Assistance (RMA) by collecting and verifying non-financial and financial documentation within required application processing timeframes and make W-2/RCA placement decisions within required timeframes. Assess immediate needs and connect to appropriate services and/or programs to address those needs.
2. Jointly develop an Employability Plans with applicants/participants, identifying goals toward employment, and assigning the steps/activities to reach those goals; schedule and host regular workshops for caseload as needed.
3. Conduct informal assessments to identify appropriate placement on W-2 ladder; determine how best to address participation/employment barriers through case management and appropriate W-2 activities; refer to internal/external resources that will address barriers and move W-2 families toward self-sufficiency, including providing advocacy for participants who are pursuing Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI).
4. Identify barriers to participation, assist participants with obtaining documentation of barriers, and help participants to overcome challenges through guidance, counseling and access to services both inside and outside the organization.
5. With assistance from Employment Services staff, track participants' progress throughout the duration of the program, and ensure participation in assigned activities by monitoring attendance weekly, entering non-participation timely.
6. Establish and maintain ongoing participant contact to monitor job retention activity, to identify and assist in resolving related barriers (e.g., childcare, transportation, etc.) to job retention, to evaluate strengths, barriers, and progress, and assist with matching participants to viable employment opportunities.

Qualifications:

1. Minimum of a High School Diploma (or equivalent) supplemented by two years of post-secondary education, in a relevant field. Note: Additional years of work experience in a relevant field can be substituted for one year of education.
2. Minimum two years of work experience in one or a combination of the following: case management; human/social services-related customer service, counseling, or workforce development. Note: Additional years of post-secondary education in a relevant field can be substituted for one year of experience.
3. Must possess strong written and oral communication skills and the ability to meet project performance goals.
4. Professional ability to aid to participants in making and carrying out vocational/educational objectives and ability to navigate complex service delivery systems.
5. Ability to work in a demanding, fast-paced environment and respond to customer needs with respect and diplomacy.
6. Ability to recognize barriers to activity participation and/or employment, such as AODA, domestic abuse, physical and mental health issues.
7. Ability and experience in maintaining and utilizing participant's confidential information to assist them in accessing necessary services to address barriers.
8. Ability to conduct individual sessions in motivation, employment techniques, education, vocational counseling and basic budgeting and personal finance.
9. Bilingual in English and one or more languages/Spanish, Burmese, Rohingya, Somali, Karen; verbal and written ***preferred***.
10. Demonstrated working knowledge of and experience using computer programs such as Microsoft Office Suite (e.g., Office 365), including Word, Excel, Outlook, etc., and experience with database systems; able to enter data quickly with high level of accuracy into electronic data systems within required timeframes.
11. Must have a car, valid driver's license and adequate car insurance and be able to travel, make home visits, and work irregular hours.

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Equal Opportunity Affirmative Action Employer