



PROWD Case Manager

JOB DESCRIPTION

The Case Manager will provide services to participants through the Partners for Reentry Opportunities in Workforce Development (PROWD) initiative ensuring assessment and tracking of participants, as well as completion of education and training. The case manager will provide support and assistance during incarceration and upon release to remove barriers to employment once PROWD program participants reenter society. The Case Manager will serve PROWD program participants of the Federal Correction Institute (FCI) Memphis low-security facility and minimum-security satellite camp and Memphis or Nashville area Residential Reentry Centers (RRC's).

Location: Memphis or Nashville

Qualifications:

- Bachelor's degree from an accredited institution of higher education, preferably in social work, criminal justice, public health, psychology, or other related field; or the equivalent in work or lived experience.
- An understanding of workforce and/or economic development preferred
- At least four years of experience as a case manager in a workforce program setting preferred
- Must possess and maintain a valid Tennessee driver's license and current auto insurance
- Must pass background/criminal history check with the US Department of Justice and Federal Bureau of Prisons
- Must be adaptable to changing programs, workforce needs, and areas of focus that involve justice involved individuals

Responsibilities:

- Provide pre and post release case management and identifies wrap around services to program participants
- Ensure recruitment and enrollment of participants into training programs within FCI Memphis and two RRC's in the Memphis and Nashville areas
- Conduct individual assessments, including those used to determine employability level prior to placement in a training program that will improve their employment outcomes
- Develop an Individual Development Plan (IDP) to help PROWD program participants identify skills and abilities, outline career pathway options, determine training needs, and identify barriers and requirements that must be addressed before release
- Provide resources and assistance to help participants identify and overcome problems that could lead to recidivism
- Create and maintain support networks to identify, create and connect participants to resources upon release from FCI Memphis and the Residential Reentry Centers
- Ensure connection to Peer Mentors for program participants upon release to the community
- Track and enter required program data in required data tracking systems



- Follow up and provide personal and professional guidance with program participants after program completion for 12 months
- Research the local employment market using proven job development tools to identify prospective second chance employers
- Assist with building a network for statewide Tennessee employers that will hire second chance individuals
- Build long term relationships with employers to develop an ongoing source of employment for participants
- Coordinate meetings with employers, individually and through industry clusters, to determine the region's current and future workforce needs.
- Develop and teach training programs designed to improve employability skills in the areas of communication, resume building, writing, application completion and interviewing
- Represent PROWD and the Greater Memphis Workforce Board in the community through community forums and public speaking opportunities
- Perform such other tasks and duties as assigned by the Greater Memphis Workforce Development Board

Required Skills:

- Must be able to work normal hours of 8:30 a.m. – 5:00 p.m., Monday through Friday; participation in morning and evening meetings/events is also required
- Occasional out-of-town travel is required
- Proficient in Microsoft Office Suite (Outlook, Excel, PowerPoint and Word)
- Highly creative in developing approaches to reach target audiences
- Strong public speaking skills
- Excellent verbal and written communications skills
- Ability to work collaboratively and independently
- Strong organizational and time management skills
- Ability to perform job function with minimal daily supervision
- Ability to perform all essential functions of this position with or without reasonable accommodation, including regular and predictable attendance, the ability to get along well with others, and represent PROWD in a professional and positive manner

Accountability:

- Reports directly to the PROWD Project Manager
- Maintains a high ethical standard in dealing with information of a confidential nature
- Works cooperatively and positively with all Greater Memphis Chamber staff members and Tennessee Department of Labor & Workforce Development-TN Office of Reentry colleagues to promote an environment of excellence and teamwork

Salary: Commensurate with experience.



If interested in applying for the position, please send resume, cover letter, and 3 professional references to acovington@memphischamber.com by September 6, 2024.

