YWCA Oahu

Job Title: Case Manager (Economic Advancement)

Employment Type: Full-Time
FLSA Status: Non-exempt
Department: Economic Advancement
Reports To: Chief Program Officer

Job Summary

The Case Manager is responsible for supporting participants in achieving economic self-sufficiency through comprehensive case management, individualized service planning, and coordinated support services. This position recruits, enrolls, and serves participants eligible for the Temporary Assistance for Needy Families (TANF) program, providing ongoing guidance, advocacy, and resources to help participants overcome barriers to employment and achieve personal and professional goals.

The Case Manager works collaboratively with participants, community partners, employers, and internal program staff to deliver high-quality services that promote employment readiness, workforce participation, financial stability, and long-term economic advancement. Responsible for Apricot Platform for data tracking of all economic advancement program data.

Essential Duties

- Essential Duties and Responsibilities

  Participant Recruitment and Enrollment

  • Conduct outreach and recruitment activities to identify and engage eligible TANF participants.

  • Facilitate participant intake, orientation, eligibility screening, and enrollment processes.

  • Maintain accurate participant records and documentation in compliance with program requirements and funding regulations.

  Assessment and Service Planning

  • Conduct comprehensive assessments to identify participant strengths, needs, interests, barriers, and employment goals.

  • Develop individualized Personal and Professional Development Plans that outline measurable goals, action steps, and support services.

  • Review and update development plans regularly to ensure progress and responsiveness to participant needs.

  Case Management and Participant Support

  • Provide ongoing case management services through regular meetings, coaching, and follow-up.

  • Monitor participant progress toward personal, educational, and employment goals.

  • Support participants in addressing barriers related to employment, transportation,

childcare, housing, financial stability, and other life challenges.
• Maintain consistent communication and engagement to encourage program participation and retention.
Supportive Services Coordination
• Assess participant needs and coordinate appropriate supportive services and resources.
• Make referrals to community-based organizations, educational institutions, workforce development programs, and social service agencies.
• Collaborate with service providers to ensure participants receive timely and effective support.
Employment Readiness and Career Development
• Provide employment readiness guidance, including career exploration, job search assistance, resume development, interview preparation, and workplace professionalism.
• Assist participants in identifying career pathways and training opportunities aligned with their goals.
• Encourage skill development and continuous progress toward sustainable employment and economic advancement.
Documentation and Reporting
• Maintain accurate and timely case notes, assessments, service plans, referrals, and participant outcomes.
• Track participant activities, milestones, and program performance indicators.
• Prepare reports and documentation required by program policies, funders, and regulatory agencies.
• Ensure confidentiality and compliance with all applicable federal, state, and organizational policies.
Required Qualifications
• Bachelor's degree in Social Work, Human Services, Psychology, Counseling, Workforce Development, Education, or a related field; or equivalent combination of education and experience.
• Minimum of two years of experience in case management, workforce development, social services, or a related field.
• Experience working with low-income individuals, families, or TANF-eligible populations.
• Knowledge of community resources, support services, and workforce development programs.
• Strong organizational, documentation, and time-management skills.
• Excellent interpersonal, communication, and problem-solving abilities.

Secondary Duties

- Preferred Qualifications
  • Experience working in TANF-funded programs.
  • Knowledge of employment and training services, career pathways, and economic mobility strategies.
  • Familiarity with Apricot case management databases and outcome tracking systems.
  • Bilingual or multilingual abilities.
  Knowledge, Skills, and Abilities
  • Ability to build trusting relationships with participants from diverse backgrounds.
  • Strong coaching, motivational interviewing, and goal-setting skills.
  • Ability to assess participant needs and develop effective service plans.
  • Ability to coordinate multiple services and manage a diverse caseload.
  • Proficiency in Microsoft Office and electronic Apricot case management systems.
  • Ability to maintain confidentiality and exercise sound professional judgment.
  Core Competencies
  • Participant-Centered Service
  • Cultural Competence and Inclusion
  • Collaboration and Partnership Building
  • Accountability and Results Orientation
  • Effective Communication
  • Problem Solving and Resource Coordination
  • Advocacy and Empowerment
  This position plays a critical role in helping participants achieve personal growth, employment success, and long-term economic stability through comprehensive support, individualized planning, and coordinated services.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

Bachelor's degree in Social Work, Human Services, Psychology, Counseling, Workforce Development, Education, or a related field; or equivalent combination of education and experience.

• Minimum of two years of experience in case management, workforce development, social services, or a related field.

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Tools & Technology

- Knowledge, Skills, and Abilities

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