Job Description

The FAIR Case Manager should be passionate about protecting, empowering, and advocating for the human and legal rights of formerly incarcerated people with disabilities. The FAIR Case Manager will work closely with Advocacy Center staff and community partners to assist formerly incarcerated job seekers with disabilities in removing barriers to employment and financial security. FAIR Case managers will assist participants by providing financial coaching, advocacy, information, and assistance with accessing other resources and community services.

Job Responsibilities

- Provide financial coaching and case management services to up to 60 new intakes per year, depending on institutional capacity
- Work with participants to identify and prioritize their employment, financial, and reentry needs.
- Create and execute specific action plans for addressing participants’ barriers to employment and financial security
- Provide general information to FAIR participants about how work may impact public benefits
- Screen eligibility for public cash and health benefits and assist in applications for public benefits
- Refer participants to, facilitate, and coordinate services with relevant job training, vocational, legal, housing, education, transportation, childcare, peer support, and healthcare providers.
- Build and maintain relationships with partnering agencies and contacts at community and state agencies
- Assist participants in resolving or managing benefits issues, and understanding how income and other changes will impact their eligibility for benefits
- Facilitate referrals to protection and advocacy services
- Facilitate referrals to the Work Incentives Planning and Assistance program
- Maintain organized, detailed, and updated electronic case files
- Document case activity in Salesforce data management platform
- Attend monthly meetings with FAIR staff
- Attending weekly meetings, (in New Orleans office, with remote staff participating via Google Hangouts) with all Community Advocacy staff
- Participate in quarterly meetings with FAIR Steering Committee members
- Adheres to all AC policies and procedures as delineated in the AC Policies and Procedures Manuals
- Fulfills other duties in a timely manner, as assigned
Job Requirements

- Exceptional interviewing skills, disability and cultural sensibility, and willingness to discuss sensitive topics with clients such as finances, employment barriers, and healthcare needs.
- The ability to undergo and achieve financial coach training
- Excellent organizational, analytical, and systems management abilities; attention to detail; ability to handle multiple priorities; and ability to facilitate communication among staff across programs
- Excellent verbal and written communication skills
- Basic math skills, analytical thinking, and problem-solving abilities
- Ability to interpret federal, state, and local laws, regulations and policies, with assistance from legal staff
- Computer proficiency; specifically, the applicant must be proficient in use of Gmail/Google calendar, Word Processing, Excel, and PowerPoint, and must learn to use the agency’s timekeeping, phone/voicemail and data management software, (NetSuite, 8x8, DAD)
- Ability to travel throughout the state of Louisiana. The applicant must have a dependable automobile, valid driver’s license, and current liability insurance
- Ability to meet with clients in local jails and prisons.

Preferred Qualifications

- Bachelor’s degree in Sociology, Social Work, or a human services-related field
- Having lived experience with disability and/or incarceration
- Experience working with individuals involved in the criminal justice system
- Experience working with people with disabilities
- Experience in case management
- Experience in financial coaching
- Experience in workforce development
- Bilingual

Salary Range

The salary may range from $38,000 - $40,500 depending on education and experience.