

JOB TITLE: TCWIB, Inc. Employment Advancement and Retention Network (EARN) Case Manager

DEPARTMENT: Central / EARN Program

REPORTS TO: TCWIB, Inc. Executive Director; TCWIB, Inc. EARN Program Administrator

General Duties: Works with EARN participants to assist them in removing barriers to employment and acts as an advocate for EARN participants. Manages participants' activities toward gaining employment from orientation through job retention or attainment of their goals.

Essential Job Functions:

Works closely with the TCWIB, Inc., EARN Program Administrator, to implement the EARN programs.

Must have a thorough knowledge of all EARN and SNAP EARN program guidelines and performance measures and be responsible for all case management functions as listed in the guidelines.

Conducts participants' orientations of the programs and reviews the services provided by the program and the requirements and expectations of the participants.

Responsible for working with the participants to complete a Comprehensive Household Assessment of the participant and develop an Individual Employment Plan (IEP) as a living document to update and change as participant progresses through the program.

Is an advocate and resource for all participants to assist them to find the appropriate services, educational, medical, financial and employment-related opportunities to achieve their goals.

Prepares participants for employment with help: seeking appropriate apparel, teaching resume writing skills, conducting mock interviews, preparing a portfolio, attaining childcare and reliable transportation and other activities as needed to prepare participant to become employed.

Must gain a thorough knowledge of the Commonwealth Workforce Development System (CWDS), to enter and maintain participants' data and progress through their activities.

Keeps participants' files and records updated, detailed, confidential, complete and orderly according to guidelines for state monitoring.

Monitors and tracks participants' attendance to ensure compliance with their required hours, by attaining appropriate documentation of participation and entry of data and appropriate case notes into CWDS in a timely manner.

Develops Community Service sites and tracks attendance through appropriate valid documentation, as well as coordinate with educational sites and credentialing sites to attain appropriate documentation and maintain continued case management and case notes throughout.

Develop Employer relationships in the community through Workforce Development Boards, existing and newly developed relationships with local employers, chambers of commerce, employer lead groups, career workshops, job fairs, and Registered Apprenticeship programs.

Must attain valid employment documentation from the employer and obtain a fully completed Employment Verification Form.

Maintains regular contact with employed participants throughout their retention, gathering and tracking participants' valid employment documentation, reviews their progress, updates case notes and advocates for additional services and resources as needed.

Responsible for attaining valid employment documentation to determine eligibility for incentives and distribute and track incentives according to incentive program procedures.

Assists participants in obtaining necessary documentation for supportive services and arranges supportive services with County Assistance Offices.

Completes and provides monthly data entry reconciliation reports to the County Assistance Office and reconciles discrepancies

Conducts Direct Service Team meetings and updates minutes. Works closely with Direct Service Team representatives to ensure timely and appropriate delivery of services.

Provides required monthly and quarterly reports in a timely and accurate manner.

Works with other local service agencies including the Pennsylvania CareerLink® to ensure clients receive all possible services available to assist in their successful attainment of employment.

Attends staff and other organizational meetings to ensure coordination and cooperation with various government, sister, and resources organizations as required.

Transports clients using the EARN vehicles for interviews, job fairs and other employment related activities, as needed.

Performs other duties as assigned.

Required Knowledge, Skills, and Abilities

Position must possess high verbal, comprehension and communication skills, and well-developed interpersonal skills.

Position must possess computer skills including high proficiency in all Microsoft Office programs and web conferencing tools.

Minimum Education and Experience:

A minimum of a four-year baccalaureate degree or four-years related training and experience with Case Management/Social Work.

The management of TCWIB, Inc. reserves the right to rewrite any or all of this job description.

Auxiliary aids and services are available on request to individuals with disabilities.
Equal Opportunity Employer/Program

Updated: June 22, 2026