



Urban League of Broward County

Employment Opportunity

Position Description

Title: Employment Specialist/Case Manager

Division/Team: Economic Services/Workforce Development

Supervisor: Program Coordinator

Revised: January 2026

PURPOSE OF POSITION

An **Employment Specialist/Case Manager** coordinates a wide range of activities to enhance program goals and objectives. The Employment Specialist/Case Manager conducts career assessment, advocacy, counseling, case management, job training and interagency collaboration to ensure effective and efficient delivery of services to clients.

CORE DUTIES AND RESPONSIBILITIES include the following:

- Organizes and implements creative, innovative programming daily that results in positive achievements for participants.
- Provides orientation and career counseling to eligible participants in employment programs.
- Generates service plans, conducts case management and follow-up services on participants, as required by contract
- Assists participants in assessing their job skills for employment; instructs participants in application procedures, interviewing preparation.
- Provides job search/career information workshops and presentations for participants.
- Organizes and implements creative, innovative programming that results in increasing job retention and work habituation.
- Participates in outreach and recruitment activities by coordinating and attending job fairs.
- Assist participants in resume development and instruct in application procedures and interview preparation.
- Identify specific job types for participants.
- Provides referral services and coordination for eligible participants.
- Maintains accurate and complete files for program participants as related to services and activities.
- Meets all performance standards and requirements for program contracts/grants or Urban League of Broward County.
- Submits timely and accurate reports and data related to the program and participants.
- Actively participates in Urban League of Broward County's special event committees and projects.
- Advises immediate supervisor or needs, trends and issues within the area of responsibility and recommend activities to address them.
- Serves as a liaison and contact person with other agencies to ensure coordinated and comprehensive delivery of services to participants.

- Develops and disseminates information to groups and individuals to promote increased awareness of the Urban League and its programs.
- Perform other related duties as assigned.

EDUCATION/EXPERIENCE

Bachelor's degree (B.A.) from four-year college or university in counseling, social work, education or related human service area; one to two years related experience and/or training.

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- A minimum of one year of case management experience is required.
- Workforce development experience preferred, including working with contractual employment programs, tracking and achieving key performance indicators, and providing career guidance to individuals exploring diverse career pathways across multiple industries.
- Must possess excellent presentation skills and be comfortable facilitating virtual meetings, workshops, and one-on-one participant sessions.
- Must work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- Must be able and willing to work evenings and weekends as business needs warrant.
- Must be able to operate a personal computer using Microsoft Office Suite, virtual conferencing platforms, and ability to learn new systems.
- Excellent oral and written communication skills.
- Outstanding organizational skills.
- Ability to carry out responsibilities with flexibility to adapt to changing organizational needs.
- Ability to balance the needs and expectations of multiple constituents.
- Positive and team-oriented attitude.

OTHER

- Must have valid Florida Driver's License and reliable transportation.
- Must have favorable Level 2 and Background Screening results.

Submit Resume and Cover Letter to:

Senior Director of Human Resources & Training

hring@ulbcfl.org