

Daily Work

POSITION	Employment Case Manager
CLASSIFICATION	32 hours week
SALARY RANGE	\$22.00 - \$25.00 per hour
REPORTS TO	Program Director
LOCATION	In person at Daily Work, 105 University Avenue West, St. Paul, 55103
HOURS	Flexible, Monday-Thursday between 8:00 a.m. and 6:00 p.m.
DIRECT REPORTS	NA

About Daily Work

Quality employment is foundational to financial stability, well-being, and greater choice in life. Yet finding and sustaining meaningful work often depends on much more than a résumé or job application.

Daily Work partners with immigrants, refugees, asylum seekers, and others facing barriers to employment through comprehensive, relationship-based services that address both employment goals and the challenges that can stand in the way. Our personalized, strengths-based approach recognizes that every person's path is different. We work alongside job seekers to build skills, access resources, reduce barriers, secure quality employment, and create greater stability and opportunity over time.

Why Daily Work?

Daily Work offers the chance to do meaningful work as part of a small, but growing, mission-driven team that values relationships, curiosity, shared problem-solving, and continuous learning. Because we are supported primarily by individuals and private foundations, we strive to be nimble, creative, and responsive in our support.

Daily Work offers a range of employee benefits designed to support staff well-being and reflect our organizational values and mission. Benefits are available to employees who meet eligibility requirements.

- Medical, dental, and vision insurance
- SIMPLE IRA retirement plan with a **3% employer match**
- Generous paid time off and holiday pay
- Ongoing training and professional development

Key Responsibilities

Case Management – 90 percent

- Build effective, authentic relationships with job seekers that embody Daily Work's mission, vision, and values.
- Provide flexible, holistic support that supports people in finding quality employment and leading thriving lives.
- Conduct needs assessments, identify goals, and deliver individualized, person-centered services.

- Refer job seekers to appropriate community resources, advocate on their behalf, and ensure follow-up.
- Share consistent information and collaborate with all team members to ensure seamless support for all job seekers.
- Facilitate communication and coordination with external partners to advance job seekers' goals.
- Maintain accurate, up-to-date documentation and records to support service continuity, measure impact, and meet documentation standards.

Other Activities – 10 percent

- Partner with Daily Work leadership to identify program strengths and opportunities that enhance person-centered services.
- Recommend strategies and resources to support interns and volunteers in delivering effective, holistic services that advance job seeker success.
- Foster positive, collaborative relationships with staff, interns, and volunteers to support a strong team culture.
- Support data quality and evaluation efforts to strengthen program outcomes and inform continuous improvement.
- Develop and maintain relationships with employers and community partners to expand opportunities for job seekers.
- Facilitate group workshops in response to emerging needs and opportunities.
- Actively participate in bi-weekly staff meetings and building a collaborative team.
- Engage in weekly group supervision meetings. Maintain appropriate licensure and adhere to professional standards, if applicable.
- Identify and contribute content for Daily Work's website and social media.
- Promote an inclusive, diverse, culturally responsive, and respectful workplace for all team members and job seekers.
- Perform other related duties as assigned to support the mission and effective operations of Daily Work.

Preferred Knowledge, Skills and Abilities

- College degree, preferably in social work or two or more years of direct service experience.
- Lived experience and/or experience working with immigrants, refugees, low-income individuals, Black and Indigenous communities, People of Color, and other marginalized populations.
- Fluency in English required; additional language skills strongly preferred—especially Amharic, Oromo, Dari, Pashto, Arabic, or Spanish.
- Familiarity with navigating government and public benefit systems.
- Strong commitment to diversity, equity, and inclusion; able to work effectively with people from diverse cultural and socioeconomic backgrounds.
- Excellent organizational and critical thinking skills, plus ability to manage multiple priorities.
- Proficient in Microsoft Office and Google Workspace (Docs, Sheets, Calendar, etc.).
- Experience using Apricot or similar case management software is a plus.
- Valid driver's license, proof of insurance, and willingness to use personal vehicle and cell phone for work-related travel and tasks.

This job description is intended to provide information essential to understanding the scope of the Program Director position. It is not intended to be an exhaustive list of all duties, responsibilities, skills, qualifications, or working conditions associated with the position. Duties and responsibilities may be modified as organizational needs evolve.

Daily Work's Commitment to Anti-Racism and Anti-Oppression

Daily Work is passionate about providing an inclusive workplace and community where everyone feels a sense of belonging. We recognize that racism and oppression are built into our society's language, systems, and practices. We actively seek to dismantle racism, challenge discriminatory actions, deconstruct power and privilege, and reduce disparities in our community. We cultivate self-awareness and practice self-reflection to co-create an environment of radical acceptance.

Physical Requirements Necessary to Perform this Job

Incumbent must be able to:

- Sit or stand for extended periods while providing supervision, conducting meetings, or working at a computer.
- Communicate clearly, both verbally and in writing, to provide guidance, feedback, and training to staff, interns, and volunteers.
- Observe, review, and evaluate written and recorded materials, including case notes, presentations, and process recordings.
- Travel locally to academic institutions, partner sites, and other locations as needed.
- Occasionally lift or carry materials, equipment, or documents weighing up to 10 pounds.
- Operate office equipment such as: computers, printers, telephones, and audiovisual tools.

Tools and Equipment Used

- Computer (desktop or laptop) with Microsoft Office Suite, Google Suite, Zoom, and other software programs for documentation, training, and presentations.
- Ability and willingness to use a personal mobile phone to access Daily Work's cloud-based phone system (softphone) for work-related communication.
- Office supplies such as pens, paper, and filing tools.
- Audiovisual equipment for training sessions, including projectors, cameras, and recording devices as applicable.
- Transportation (personal vehicle) for travel to field sites, universities, and partner locations.
- Willingness to use a personal cell phone to access Daily Work's softphone app for work-related calls and messages

Work Environment

- Onsite at Daily work's office, mostly an indoor office environment
- Interaction with diverse populations, including staff, interns, volunteers, and job seekers, requiring sensitivity to cultural, socioeconomic, and linguistic differences.
- Occasional travel to external sites such as universities, partner organizations, or community locations.

- The role requires adaptability to a dynamic work environment with shifting priorities, collaborative team settings, and periodic high-intensity periods related to student supervision and program deadlines.

Pay Transparency

The salary range provided represents the estimated starting pay for this role. If multiple job levels exist, the range reflects the minimum and maximum for this level. Actual starting pay will be determined based on experience, education, market conditions, location, and other lawful job-related factors. Additional compensation, including bonuses or premiums, may apply. Eligible employees receive other benefits as described in the employee handbook.

Affirmative Action Plan/Equal Employment Opportunity Statement

Daily Work is committed to providing equal employment opportunities to all employees and applicants. Employment decisions are made without regard to race, color, age, religion, sex, pregnancy, marital status, familial status, disability, national origin, sexual orientation, gender identity and gender expression, veteran status, public assistance status, or participation in a local human rights commission. We comply with all applicable federal, state, and local nondiscrimination laws.

All employment decisions, including recruitment, hiring, promotions, salary, benefits, transfers, corrective actions, layoffs, termination, and training, are based on an individual's qualifications, abilities, and past performance.

If you believe an employment decision violates this commitment, please contact Julie Hoff, executive director. If you do not feel comfortable contacting Julie Hoff, please contact the Daily Work Board Chair. Their email can be found on their profile on the Daily Work website. All complaints will be thoroughly investigated, and retaliation against anyone filing a good-faith complaint is strictly prohibited. For more information, see the Daily Work Workplace Harassment Policy.

I acknowledge that I have read, understand and agree with the contents of this position description. I agree to use my best efforts to fulfill all expectations of the position. I also acknowledge that I am an at-will employee. This job description does not necessarily list all the functions or accountabilities of the job. Employees may be asked by management to perform additional duties and tasks. Management reserves the right to revise and update job descriptions at any time.

Employee Signature _____ **Date** _____

Daily Work Executive Director _____ **Date** _____