

## Observations and Lessons-Learned About the Case Management (CM) - Job Development (JD) Relationship

Certain situations have been proven to prevent case management staff and job development staff from collaborating well and working together effectively to ensure students the greatest benefit. Following is a compilation of observations and lessons-learned about this critical relationship and team dynamic. It is based on shared practitioner experiences, professional wisdom, and national best practice.

### Factors that Hinder Effective CM-JD Teamwork

1. Performing the role of both case manager and job developer, leaves me feeling unable to focus my energy fully on one role or the other. This prevents me from being most effective.
2. Poor communication between case manager and job developer is problematic and causes conflicts.
3. As a program manager, it is difficult to truly develop employer relationships and conduct research when also acting as case manager and job developer and trying to balance the responsibilities of all three positions.
4. Combining the CM-JD function helps to create (and fill) a full-time position vs a part time position. However, it is almost impossible for any individual to effectively (and emotionally) balance these two roles/responsibilities which often conflict and must address different priorities and needs.

### Factors That Support Effective CM-JD Teamwork

5. Reviewing work plans with students together helps connect them with resources and opportunities for their growth.
6. Being in constant communication with open dialogue/sharing information regarding student's job needs.
7. Collaborating on job search and interviewing; if we both know the individual goals and strengths we can help ensure a good job fit.
8. Having common, realistic expectations of student outcomes helps us stay positive and work effectively.
9. When CM assessment of barriers, needs, and class issues is shared with JD staff, it provides an opportunity to identify counseling and other community resources.
10. Meeting the client/student at the same time allows better dialogue and more effective planning together.
11. Goal-setting and planning for the job search together (addressing barriers: transportation, housing, etc.)
12. When CM works with individuals to assist in presenting themselves (professionally) to the JD, this allows the JD to be more confident about marketing that individual to an employer.
13. Interviewing the client together before they enter the program.
14. Both the CM and JD have a relationship with the individual.
15. When both parties are realistic and confident about the individuals' options; seeing issues as challenges to address and not road blocks to success.

*A growing trend occurring nationally is the change of mindset, job function, and title from that of case management to that of career advising and coaching. It is a more empowering and forward-thinking approach to service delivery - sending a different message to all parties (learners, practitioners, employers).*