
Job Title	Case Manager - Workforce
PVN ID	BM-2307-005737
Category	Instruction and Social Service
Location	BOROUGH OF MANHATTAN C. C.
Department	Center for Continuing Education
Status	Full Time
Annual Salary	\$60,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Jan 09, 2024 (Or Until Filled)

General Description

Adult Continuing Education is seeking a Workforce Case Manager to be a part of a holistic team who will provide case management and career services for BMCC Center for Continuing Education and Workforce Development to help ensure that 500 trainees complete courses and obtain jobs support. The 18 - month grant funded initiative is made available by the New York Community Trust to implement the integration of comprehensive services and provide scholarships to support trainees in BMCC courses and training programs to better prepare under/unemployed New Yorkers for jobs in high demand sectors.

Reporting to the Directors of ACE, the workforce case manager will work with clients to help them develop positive behaviors and build their emotional, social, and professional development, toward becoming employment-ready and ultimately attaining employment and stability. The Case Manager provides direct support to the students in the form of referrals, advisement, follow-up, facilitates work readiness workshops and connection with employment.

Other Duties

- Provide administrative support to the scholarship process,
- Conduct information sessions, interviews, conduct assessments,
- Facilitate individual service plans,
- Teach workshops.
- Identify needs for intervention and troubleshoot barriers to success.
- Provide coaching and connection to resources.
- Provide support and monitor progress towards achieving program success.
- Maintain caseloads by supporting clients' development.
- Identify and coordinate supportive services for participants, including referrals to community-based programs to remove barriers from participation and/or achieving success in the program.
- Advising and motivating students through in-class workshops and one-on-one client sessions.

- Observing established program's confidentiality measures during case management.
- Maintain case management files per grant protocols.
- Identifying and establishing reciprocal referral relationships with relevant community-based organizations, social service agencies, and local immigrant organizations to meet students' needs.
- Collaborating with the Program Coordinator to collect, record, and share relevant data on post-Training Program completion and employment outcomes.

Qualifications

- Bachelor's degree with at least three (3) years of relevant work experience related to case management, preferably in higher education administration or in the professional learning and development arena.
- Excellent communication and interpersonal skills.
- Cultural competence and experience working with diverse population.
- Experience with recruitment and assessment for workforce development.
- Experience with student, funder, staff, and employer engagement.
- Ability to think strategically, problem-solve, advocate for students, and support organizational goals. Ability to establish community networks and deal effectively with community groups.
- Must have a passion for helping adults advance.
- Experience working with Justice Involved Clients.
- Ability to refer participants to services that will assist with overcoming barriers.
- Ability to travel to BMCC's Upper Manhattan location - CUNY And The Heights W.213 & Broadway .
- Schedule flexibility: able to work in-person 3 days a week and work remotely the remainder of the schedule, subject to change. Occasionally support evening and weekend program events.

Preferred Qualifications

- Bachelor's degree in social work or a related field with at least five (5) years' experience in Workforce Development. Knowledge and experience of the CUNY system and/or NYC government agencies.
- Familiarity with CBOs, economic development agencies and legal services.

The position is grant funded for 18 months from hire date.

To learn more about our college, please visit: www.bmcc.cuny.edu/ace