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<b>Job Title</b>	Resource Advisor/Literacy Case Manager
<b>PVN ID</b>	BM-2508-006994
<b>Category</b>	Instruction and Social Service
<b>Location</b>	BOROUGH OF MANHATTAN C. C.
<b>Department</b>	Continuing Education
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$45,000.00 - \$48,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Oct 28, 2025 (Or Until Filled)

## General Description

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The Adult Basic Education Program of the Borough of Manhattan Community College Center for Continuing Education and Workforce Development is seeking a Resource Advisor/Literacy Case Manager who will be responsible for providing support service referrals and academic advisement to adult HSE, ABE, and ESOL students and participants/families located in our three Literacy Zones. The Resource Advisor/Literacy Case Manager will be based at the BMCC Adult Continuing Education site and Literacy Zone programs situated in the Lower East Side. The position also requires collection and entry of data to record student referrals, goals, and outcomes. The Resource Advisor/Literacy Case Manager reports to the Program Manager and must be available to work a flexible schedule including evenings and some occasional weekends as needed.

Working closely with BMCC staff and Literacy Zone partners, the Resource Advisor/Literacy Case Manager fosters positive relationships with Literacy Zone partners and delivers and coordinates onsite workshops on topics such as career pathways, college knowledge, and parent advocacy. They provide appropriate referrals for social services as needed, assist with intake and assessment of incoming students for the HSE/GED and ESOL programs, and monitor and support learner persistence.

As part of the City University of New York (CUNY) Borough of Manhattan Community College (BMCC), the Program serves the pressing literacy needs of the city's academically underprepared and underserved adult learners and guides them to appropriate services, post-secondary education pathways, and enhanced employment opportunities. Although a relatively small program, BMCC amplifies its powerful effects with connections to a variety of community agencies and partners throughout lower Manhattan.

Candidates are required to submit a cover letter detailing related experience along with their resume.

## Other Duties

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- Coordinate Job Fairs and Family Literacy Fairs

- Develop and conduct workshops for Literacy Zone and ABE participants
- Work collaboratively with Literacy, Continuing Education, and Literacy Zone partner success to ensure participant success
- Build positive relationships with Literacy Zone partners and stakeholders
- Maintain database of participant progress and program activities
- Ensure confidentiality of participant records
- Counsel learners on career planning and college enrollment processes
- Assist with student outreach and recruitment
- Assist in new student intake, assessment, and orientation sessions, and develop recommended next step plans for participants
- Follow up with learners who have exited the program
- Participate in 14 hours of required professional development activities provided by the NYSED RAEN
- Assist Program Manager and Literacy Department as needed
- Other duties as assigned

## Qualifications

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- AA degree with 2 years experience in a related field
- Bachelor's degree is preferred
- Commitment to the educational advancement of low-income individuals
- Experience in adult education, youth development, college access, college support, guidance counseling, non-profit program management, or a related area preferred
- Bilingual (Spanish) preferred
- Ability to work flexible hours as needed to facilitate and attend workshops, family literacy events, and outreach events
- Some evening hours required
- Cover letter required to accompany resume