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<b>Job Title</b>	Program Manager/Case Manager
<b>PVN ID</b>	HO-1809-002742
<b>Category</b>	Instruction and Social Service
<b>Location</b>	HOSTOS C. C.
<b>Department</b>	Division of Continuing Education and Wor
<b>Status</b>	Full Time
<b>Salary</b>	Depends on qualifications
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Nov 21, 2018 (Or Until Filled)

## General Description

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The Division of Continuing Education and Workforce Development at Hostos Community College of The City University of New York is seeking an experienced Program Manager/Case Manager to provide social worker services and perform program management duties for a Title II Workforce Innovation and Opportunities Act (WIOA) grant for integrated English literacy and civics education (IELCE) and other CUNY English language programs.

The Case Manager/Program Manager will ensure students receive the appropriate services, follow-up on the care of students and collect and compile data for reporting purposes. Responsibilities will also include meeting with individual participants, designing and leading occasional workshops, researching and preparing relevant reports, collecting and analyzing data, drafting student related policies and procedures, creating forms, make presentations, keep confidential records, and coordinate with community programs and services in order to makes appropriate student referrals.

## Other Duties

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Responsibilities also include, but are not limited to:

### Administration and Coordination

- manages daily operations of IELCE other language programs
- Prepares, coordinates, and manages intake, testing, evaluation, advisement, referrals, and assists in the placement of students into appropriate courses based on language skills.
- Assists in program orientation
- Oversees instructional and office supplies purchases
- Prepares, queries, and generates reports on registration, enrollment, refunds, and etc.

- Coordinates and manages program schedules for each semester
- Assists with the hiring process for instructors
- Creates and manages student records for all programs
- Monitors students' participation and progress by overseeing attendance and maintain ongoing communication with students and their instructors
- Supports teachers' and students' instructional technology needs (e.g., video recording lectures, problem solving technical issues related to our Learning Management System, Canvas, etc.)
- Troubleshoot and problem solve any daily happenings within the office
- Prepares and administers various student and teacher evaluation surveys

## **Case Work**

- Deliver comprehensive advisement support services such as guidance counseling, case management, and referrals to social service agencies and other resources
- Ensure case notes, intake assessments and data is entered correctly and in a timely manner
- Review student progress to ensure successful completion of the program and employment
- Maintain program documentation and statistics; ensure the timely submission of data in client database; write required reports
- Outreach to other staff as needed to support student success
- Create individualized plans with students to ensure successful completion of program and employment
- Ensure a timely follow-up with students referred for services
- Develop positive working relationships and regular communication with other referral sources, service providers, and community resources to facilitate service delivery
- Assist database manager with tracking students' training and results of completion

## **Other Duties**

- Performs related duties as assigned

## **Qualifications**

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- LMSW required
- Language program management experience preferred
- Strong background in TANF, HRA, ACS and NYCHA preferred
- Experience with TABE, BEST PLUS, and ASSIST preferred
- Experience working with diverse populations in low-income communities
- Demonstrated experience creating and sustaining relationships with partnering agencies
- Strong interpersonal and communication skills
- Excellent presentation and public speaking skills
- Well-organized and detail-oriented
- Team-player with creative problem-solving skills
- Excellent organizational and multitasking skills, ability to work with conflicting demands
- Proficient in Microsoft Office

## **Core Competencies**

- Ability to use discretion, and sound judgment with handling confidential materials and information especially student records
- Ability to work under deadlines, with changing priorities
- Ability to respond calmly to emergencies and resolve student concerns
- Ability to establish community networks and work effectively with community groups
- Ability to write clearly and produce/edit accurate, well-organized, and understandable reports
- Ability to communicate effectively, ability to listen and quickly respond to others
- Ability to work in a team, as well as work independently.