
Job Title	Case Manager
PVN ID	HO-1903-002988
Category	Instruction and Social Service
Location	HOSTOS C. C.
Department	Division of Continuous Education and Wor
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Jun 30, 2019 (Or Until Filled)

General Description

The Division of Continuing Education and Workforce Development at Hostos Community College of The City University of New York is seeking an experienced Case Manager to provide social worker services 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 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, making presentations, keeping confidential records, and coordinating with community programs and services in order to makes appropriate student referrals.

Other Duties

- 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

- 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