
Job Title	Single Stop Manager
PVN ID	JJ-1506-000567
Category	Instruction and Social Service
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
Department	Student Affairs
Status	Full Time
Annual Salary	\$60,000.00 - \$64,000.00
Hour(s) a Week	35
Closing Date	Aug 12, 2015 (Or Until Filled)

General Description

An innovative national not-for-profit, Single Stop's mission is to slash poverty nationwide by bridging the information gap that separates low-income students and families from life-changing benefits and services that remain untapped and inaccessible – tax credits, health insurance, food stamps, child-care, financial counseling, legal assistance and other essential services.

The data is clear. For many of the 20 million American families living in poverty, the path to economic success runs through higher education. Because CUNY makes a college education affordable to an urban, high-need, low-income population, it is the ground zero of poverty prevention in New York City. They are also the launching pad for our competitive future as a nation. Unfortunately, financial and life barriers prevent the majority of students from graduating. With this in mind John Jay College of Criminal Justice has partnered with Single Stop to harness two of our nation's most powerful antipoverty tools – a post-secondary education and coordinated access to America's safety net – to help students to succeed in school and beyond.

John Jay College's Division of Student Affairs provides integrated, student-centered educational activities to empower students to lead engaged, socially responsible lives. Operating in a commuter, urban environment, John Jay students are affected by external factors, which drive us to provide as many high touch interactions as efficiently possible while following best practices and current development theories in the student affairs field. The Division provides an array of intellectual and experiential opportunities for students to become engaged citizens through its various departments which support student opportunities; social events; athletics; community and service learning opportunities, as well as a Wellness Center coordinating services between the offices of Accessibility Services, Counseling Services, and Health Services.

The **Single Stop Site Manager**, as part of the Wellness Team at John Jay College, will be responsible for outreach to potential clients, benefits screening, counseling clients through the application process, and

referring clients to external service providers for legal and financial counseling. S/he must have experience providing counseling services to target client populations. Strong communication and language skills are required.

Other Duties

- Responsible for the day-to-day operation of the Single Stop site through a combination of direct service and program coordination under the Wellness Center.
- Reports to the Senior Director for Student Affairs at John Jay College and works closely with the national Single Stop office, as well as appropriate partnering service providers.
- Oversees and coordinates integration of partnering service providers into holistic service provision.
- Conducts and supervises outreach to affiliate programs and coordinates flow of participants into Single Stop.
- Conducts and supervises intake and assessment for Single Stop clients, and facilitates referrals to partnering service providers.
- Oversees and ensures that follow-up with both clients and partnering agencies occurs regarding referrals and outcomes.
- Oversees and ensures that the proper documentation of all client data including client contact, referrals, and outcomes is entered into Single Stop's case management database in an accurate and timely manner.
- Oversees and monitors scheduling of client appointments with legal and financial counselors.
- Produces reports, and provides consistent feedback for Single Stop as directed.
- Recruits and supervises additional staff and partners for Single Stop program as directed by John Jay College in collaboration with Single Stop.
- Assists in program research, development and assessment and participates in ongoing trainings, typically on-site, and contributes to peer learning systems.
- Oversees on-site relationships and referrals with partnering agencies.

Qualifications

Master of Social Work or equivalent preferred. Training in social work and/or counseling required. Experience working with large client population strongly preferred. Experience with and commitment to working with low-income families and individuals.

Bilingual Spanish/English preferred. Excellent interpersonal, verbal, and written communication skills. Excellent time management, organizational and computer software skills. Strong commitment to the shared mission of Single Stop, Student Affairs at John Jay and John Jay College of Criminal Justice.

Willingness to comply with all RF policies and procedures regarding staffing, budgeting, safety, reporting, and grants administration as evidenced by signing an attestation at the time of employment. Knowledge of pertinent Federal, state, and local laws and regulations governing the area of specialization.

