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| Job Title | Educational Case Manager |
| PVN ID | LA-1511-000820 |
| Category | Instruction and Social Service |
| Location | LAGUARDIA C. C. |
| Department | ACE-Career and Professional Program |
| Status | Full Time |
| Annual Salary | \$50,000.00 - \$50,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Jan 13, 2016 (Or Until Filled) |

General Description

The Educational Case Manager will work under the supervision of the Director of Career and Professional Programs at LaGuardia Community College as part of the New York City Department of Small Business Services grant for the Medical Billing Specialist program, which is an employment program designed to assist adults in gaining employment in the high-demand field of healthcare finance. The training program includes technical training, communication skills, job readiness skills, job placement assistance and the support needed to progress along each step of their chosen career pathway. The Medical Billing Specialist program is a fully funded grant for two cohorts of students of approximately 30 students each.

The Educational Case Manager assists trainees to successfully complete training and transition to employment and provides liaison to social services.

Other Duties

Case Management

- Track student completion, attendance, and performance in training program
- Identify students with academic, attendance, behavioral, and/or personal issues affecting

performance

- Provide crisis intervention, support and referrals to social services for students with obstacles to their success in the program
- Act as an advocate for students referred for social services, which may include scheduling appointments, troubleshooting problems, and following up regarding outcomes with various agencies
- Serve as a liaison between the student and College services and the student and outside agencies

Career Coaching

- Work with students individually and collectively on employment readiness skills, such as time management, stress reduction, and professionalism
- Conduct teamwork exercises and activities to improve group cohesion
- Work with students to create a comprehensive career path
- Provide critical feedback to students from employer partners and help match students to specific roles in the organization

Program Management

- Manage full-time Instructional Associate
- Lead monthly meetings with faculty, administration, and job developers to discuss any student issues
- Lead in the screening of applicants recruited for the program
- Coordinate with the job developers in formulating plans regarding students' job search preparation

Reporting

- Complete all funder required paperwork and reporting
- Work collaboratively to ensure milestones are met
- Collect and manage student data
- Other duties as necessary

Qualifications

- Bachelors Degree required, Masters Degree preferred
- Three (3) years of experience in the healthcare field, and/or social work, and/or counseling
- Excellent oral and written communication skills
- Excellent interpersonal and organizational skills
- Must be proficient in a number of software programs including the Microsoft Office suite
- Familiarity with NYC Social Services a plus

LaGuardia Community College located in Long Island City, Queens, was founded in 1971 as a bold experiment in opening the doors of higher education to all, and we proudly carry forward that legacy today. LaGuardia educates students through over 50 degree, certificate and continuing education programs, providing an inspiring place for students to achieve their dreams. Upon graduation, LaGuardia students' lives are transformed as family income increases by 17%, and students transfer to four-year colleges at three times the national average. Part of the City University of New York (CUNY), LaGuardia is a nationally recognized leader among community colleges for boundary-breaking success educating underserved students. At LaGuardia, we imagine new ideas, create new curricula and pioneer programs to make our community and our country stronger. Visit www.laguardia.edu to learn more.