
Job Title	Educational Case Manager
PVN ID	LA-1804-002469
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	Career and Professional Program
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Jun 10, 2018 (Or Until Filled)

General Description

The Educational Case Manager will work under the supervision of the Program Manager of the Medical Billing Specialist program at LaGuardia Community College as part of the New York City Department of Small Business Services grant for the Medical Billing Specialist program. The Medical Billing Specialist program 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 grant funded program. Reappointment is contingent upon successful performance and availability of funding.

The Educational Case Manager assists trainees to successfully complete training and transition to employment in the field of Medical Billing and provides liaison to social services.

Essential Functions

Case Management

- Track student completion, attendance, and performance in training program
- Identify students with academic, attendance, behavioral, and/or personal issues affecting performance
- To motivate students to persist and succeed in an intensive training and promote program retention and employment outcomes
- 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 as a class 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

Administrative duties

- 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 with instructional and administrative team to ensure milestones are met
- Collect and manage student data
- Other duties as necessary

Other Duties

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; especially MS Excel
- Familiarity with NYC Social Services a plus