
Job Title	Education Case Manager
PVN ID	LA-2108-004211
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	PreHospital Care
Status	Full Time
Annual Salary	\$67,000.00
Hour(s) a Week	35
Closing Date	Dec 21, 2021 (Or Until Filled)

General Description

The Education Case Manager will work under the supervision of the Director of Prehospital Care Programs at LaGuardia Community College to provide support services to LaGuardia EMT and Paramedic students to insure they progress along each step of their chosen healthcare career pathway.

Key Responsibilities

Responsibilities include, but are not limited to the following:

- Proactively provide services to those students among the approximately 150 students per semester who will be currently participating in either Emergency Medical Technician (EMT) or Paramedic training who require assistance;
- Assist in the screening and admissions of qualified applicants recruited for the program;
- Proactively provide key retention services to students with various personal, academic, and professional issues that may be obstacles to their success in the program;
- Seek resources both within the college and outside the college to assist students in meeting the needs of the program;
- Teach time management, study skills, stress reduction, and other strategies for success if required;
- Create print and web-based student communications for outreach, resource support, and community building functions if required;
- Assist in preparing students psychologically for what may be traumatic clinical experiences including morgue rotation, pediatric resuscitation, death notifications, burn rotations, and other similarly difficult situations. Counsel students having issues after traumatic exposure; connect students in need of clinical support to LAGCC's Wellness Center.
- Track retention, attendance, grades, and participation and counsel students having academic, attendance, behavioral, and/or personal issues; direct them to appropriate services; follow-up with students to assure referrals are meeting their needs;
- Serve as a liaison between the student and College services and the student and outside agencies;
- Counsel students having issues with aspects of their training such as with clinical rotations including

understanding their role, working as a team, showing self-confidence, etc.;

- Interview students for qualifications for scholarships and submit recommendations, assist with providing scholarship benefits if required;
- Attend scheduled meetings with faculty, administration, and job developers to discuss any student issues;
- Coordinate with the job developers in formulating plans regarding student's job search preparation. Be familiar with EMT and Paramedic job requirements;
- Proactively prepare students for challenges they may face in the program by working collaboratively with faculty, tutors, and administrators;
- Work collaboratively with other colleges and departments to ensure goals are met;
- Collect, manage, analyze and report on student data;
- Other duties as assigned.

Other Duties

Qualifications

- Bachelor's degree required, Masters in Social Work, Counseling or related degree strongly preferred.
- Three (3) years of experience providing social work, counseling services, or education case management to individuals and in group settings in a healthcare, social work, and/or higher educational setting.
- Familiarity with challenges facing adult and first year, first generation college students; knowledge of best practice advisement strategies for underprepared, nontraditional college students.
- Willingness to work on flexible schedule, some evening and occasional weekends required.
- Strong analytical and problem-solving skills; ability to assess student's needs and provide effective outcome-driven services to retain students and help them move into a new career pathway.
- Excellent oral and written communication skills including ability to write business letters, reports and case records.
- Excellent interpersonal and organizational skills.
- Must be proficient in Microsoft Office suite including Word, Excel, and Access. Familiarity with CUNYFirst a plus.