
Job Title	Educational Case Manager
PVN ID	LA-2109-004245
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	Career and Professional Programs
Status	Full Time
Annual Salary	\$60,860.00
Hour(s) a Week	35
Closing Date	Nov 14, 2021 (Or Until Filled)

General Description

LaGuardia Community College (LAGCC) is seeking an Educational Case Manager for the Medical Billing Training Program funded by the NYC Department of Small Business Services (SBS) to prepare individuals for careers in the high demand field of Healthcare Finance. The Medical Billing program is a collaborative endeavor between LAGCC and top healthcare providers in NYC.

The Educational Case Manager assists trainees to successfully complete training and transition to employment 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
- 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

- 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 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

- Other duties as necessary

Qualifications

- Bachelors Degree required, Masters Degree preferred
- Three (3) years of experience in the 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