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<b>Job Title</b>	Educational Case Manager
<b>PVN ID</b>	LA-2112-004450
<b>Category</b>	Instruction and Social Service
<b>Location</b>	LAGUARDIA C. C.
<b>Department</b>	Career and Professional Programs
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$60,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Feb 17, 2022 (Or Until Filled)

## General Description

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LaGuardia Community College's Division of Continuing Education's Career and Professional Program (CAPP) in partnership with New York City Small Business Services (SBS), is seeking a full-time educational case manager for the intensive hybrid Advanced Manufacturing Apprenticeship program.

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*

- Develop Participants overall professional skills, as well as professional skills specific to the advanced manufacturing industry
- 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
- Review resumes, cover letter and LinkedIn bios

- Provide critical feedback to students from employer partners and help match students to potential positions in the organizations
- Coordinate formulating plans regarding students' job search preparation

### *Program and Reporting*

- Lead in the screening of applicants recruited for the program
- Complete all funder required paperwork and reporting
- Work collaboratively to ensure milestones are met
- Collect and manage student data
- Attend meetings as necessary
- Other duties as necessary

## Other Duties

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## Qualifications

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- Bachelor's Degree required in Social work or related field.
- 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