

Job Title	Educational Case Manager
PVN ID	LA-2208-005053
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	Center for Immigrant Education and Train
Status	Full Time
Annual Salary	\$58,000.00
Hour(s) a Week	35
Closing Date	Oct 30, 2022 (Or Until Filled)

General Description

LaGuardia Community College's Center for Immigrant Education and Training (CIET) seeks an Educational Case Manager (ECM). Housed in LaGuardia's Division of Adult & Continuing Education, CIET provides no-cost educational and training programs designed to assist low-income immigrant English language learners to advance on their educational and career pathways and to achieve their civic and parent engagement goals.

The primary responsibilities of this position include:

- Advising and motivating immigrant clients in developing and persisting in their educational and career pathways, both through in-class workshops and one-on-one follow-up sessions.
- Designing and leading workshops on such topics as goal setting, US-style resume development and interviewing skills, managing test anxiety and stress, navigating systems, and self-care.
- Coordinating outreach, recruitment, and pre-assessment sessions for new and wait-listed applicants.
- Tracking student progress, attendance and satisfaction, while completing all data entry tasks as required by funders and the university, and observing established confidentiality measures.
- Collaborating with ESOL instructors and staff members to monitor and document student and alumnae progress and outcomes, both during courses and after student exit.
- Identifying and establishing joint referral relationships with relevant community-based organizations, social service agencies, and local immigrant organizations to meet client needs.
- Providing crisis intervention, support, and referrals to social services for students.
- Attending all NYSED Regional Adult Education Network (RAEN) and other professional development trainings, as required.
- Establishing and maintaining an active job-entry referral process with the NYC WorkForce1 system, the ACE Career Development Center, and employer partners for students with employment goals.
- Participating in funder update and reporting activities, including the writing of monthly and quarterly reports on program and student outcomes using compiled data and student feedback.

Other Duties

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- Other duties as assigned.

Qualifications

- Ability to maintain confidentiality of student records, as appropriate
- Ability to respond calmly to emergencies and to fashion solutions to student, administrative, or technical problems
- Ability to seek assistance when needed
- Ability to establish community networks and deal effectively with community groups
- Ability to write clearly and produce/edit accurate, well-organized, and understandable reports
- Ability to communicate effectively; ability to listen and respond to the concerns/ideas of others
- Ability to work on a team, as well as work independently
- Bilingual preferred