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| <b>Job Title</b>      | Educational Case Manager NYC Accelerated Workforce Recovery |
| <b>PVN ID</b>         | LA-2305-005599  |
| <b>Category</b>       | Instruction and Social Service                              |
| <b>Location</b>       | LAGUARDIA C. C.   |
| <b>Department</b>     | Workforce Development                                       |
| <b>Status</b>         | Full Time   |
| <b>Annual Salary</b>  | \$67,000.00 - \$67,000.00                                   |
| <b>Hour(s) a Week</b> | 35  |
| <b>Closing Date</b>   | Jul 05, 2023 (Or Until Filled)                              |

## General Description

### Overview of Position:

The NYC Accelerated Workforce Recovery HUB is a joint CUNY initiative by LaGuardia Community College (LAGCC) and Hostos Community College (HCC), with the support of the New York Community Trust, to establish an effective and sustainable model for preparing unemployed and underemployed New Yorkers for in-demand jobs and higher education at scale.

Jobs Direct is an initiative of LaGuardia Community College's Division of Adult and Continuing Education to better support tuition-based workforce students through tuition scholarships; support with exam fees, books, and out-of-pocket costs; educational case management and career coaching; paid internships; and job placement services. The model is built off the success of ASAP (Accelerated Study in Associate Programs), which increased graduation rates significantly for degree students by removing financial barriers and out-of-pocket costs while providing intensive advising, coaching, and mentoring.

Training tracks at LAGCC under these two initiatives include Certified Clinical Medical Assistant, EMT (Emergency Medical Technician), Central Service Technician, Pharmacy Technician, Electrical 1, Plumbing 1, and QuickBooks. These training tracks will be re-evaluated after six months. They may stay the same or be adjusted based on labor market demand and program outcomes every six months.

Reporting to the Senior Manager of Project and Student Success for the HUB and Jobs Direct initiatives and coordinating closely with the Senior Director of Career and Professional Programs (CAPP) and CAPP team, the Educational Case Manager (ECM) will support the recruitment and assessment of students for scholarships, including coordinating with community-based partners. In addition, the ECM will provide educational case management and coaching services to students in designated training tracks to ensure their successful completion of training, credential attainment, and employment.

### Description of Duties:

Recruitment & Assessment

- Assist in recruitment, assessment, and scholarship award process, ensuring targets for enrollment and scholarship awards reflect target demographics who can be successful in training and employment.
- Work with selected community-based organizations (CBO) partners to recruit eligible individuals interested in working in their respective fields for training. Attend events that serve as opportunities for recruitment in the community.
- Prepare and circulate recruitment and marketing materials such as fliers, emails, and social media posts.
- Update the tracking system for candidates interested in training as they express interest, attend information sessions, take assessments, participate in interviews, and are selected for scholarships. Respond to inquiries and questions from candidates for training.
- Conduct interviews and assessments for candidates for training scholarships, assessing their interest in work in the field, their readiness for training, their availability for training, and their level of motivation and commitment.
- Offer information sessions in coordination with CBO partners and training managers from the designated training tracks.

### Teaching

- Teach "vestibule training" for selected candidates for training leading up to the start of the training course. The vestibule is an introduction to training and a trial period for candidates. Topics may include career exploration, study skills, time management, stress reduction, and communication and teamwork skills. Those students who attend and participate constructively in the vestibule will continue the training itself.

### Case Management & Coaching

- Provide case management and coaching services to students in designated tracks to ensure that they can complete their training, credentialing exams, internships, and transition to employment successfully. Initial tracks of focus include Central Service Tech, Pharm Tech, and QuickBooks; tracks may change over time.
- Track student attendance and grades to identify challenges and intervene early.
- Work with students to troubleshoot barriers to completion and success and connect them to resources at the college and beyond to help them overcome these barriers.
- Motivate and encourage students through individual and/or small group coaching.

### Administrative Support

- Collect required data from the students and work with students to complete administrative requirements such as signing a scholarship contract and registering for classes in the student information system. Track, analyze, and report on student outcomes and performance metrics for the project.
- Manage metro-card distribution to students, as applicable.

## Other Duties

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- Meet regularly with the HUB/Jobs Direct project team and CAPP program team to reflect on progress to date and identify strategies for improvement.
- Coordinate across various departments, including CAPP, Workforce Development, and CTEA Center, among others, to accomplish project goals.

## Qualifications

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- Stellar interpersonal and communication skills
- At least four years of experience with case management and coaching
- Experience with recruitment and assessment for workforce training programs
- Cultural competence and experience working with diverse populations
- Knowledge of resources available to low-income students
- Ability to motivate others
- Team player who is flexible and takes the initiative to solve problems
- Excellent time management and organizational skills, including attention to detail
- Invested in students' success
- Ability to work occasional evening and weekend hours
- Associate degree required; bachelor's or master's degree a plus; master's in social work a plus

Please submit both a resume and a cover letter.