

---

<b>Job Title</b>	Educational Case Manager
<b>PVN ID</b>	LA-2306-005661
<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>	Jan 19, 2024 (Or Until Filled)

## General Description

---

LaGuardia Community College's Division of Adult and Continuing Education is seeking a full-time Educational Case Manager (ECM), Community and Mental Health Training to play an important role in two community-centered training programs. The ECM will be the primary contact for participants and candidates for training. The ECM will work under the supervision of the Community Health Worker Training Manager and collaborate closely with the Program Manager for the Mental Health Peer Specialist Training Program to provide support services to participants in both programs to insure they progress along each step of their chosen healthcare career pathway.

Community Health Worker Training Program is a six-month workforce training that will increase the number of Community Health Workers (CHWs) and enhance the knowledge/skills base of current CHWs and other health support workers. The training will equip participants with the skillsets needed to provide effective community outreach build trust with communities, support connections to and retention in care and support services, and other strategies to increase access to care and to assist individuals in prevention services, and recovery from the public health emergencies in underserved communities. These combined efforts are intended to advance public health, strengthen the public health workforce, reduce health disparities, and help underserved populations achieve health equity.

Mental Health Peer Specialist Training Program is an eight-month workforce training program that prepares participants with lived experience with mental health and recovery to work in the peer support sector. Participants will learn the fundamentals of peer support, develop key digital skills, receive support earning their NYS peer specialist certification, participate in internships with employer partners, and receive job placement assistance. Participants receive career development support and connections to health industry and employment opportunities throughout the program.

The ECM is responsible for working closely with six cohorts of students annually to support them throughout the programs and ensure they successfully complete all aspects of the program, including courses, certification exams, internships, and employment. This can be accomplished through case management, coaching, troubleshooting, and connecting students to resources available at the college and beyond. The ECM is also

responsible for assisting with recruiting and managing participants' assessments, selection process, coordinating employment services and leading professional development and internship seminars, and other responsibilities as needed.

## Key Responsibilities

Responsibilities include, but are not limited to the following:

- Develop and implement a comprehensive recruitment strategy for the target populations, including brokering partnerships with community-based organizations that serve the target populations
- Participate in the recruitment and assessment of program applicants via information sessions and in-person interviews
- Communicate information to applicants regarding the evaluation process
- In consultation with other staff and stakeholders, review and enhance the comprehensive orientation and assessment process for interested participants that includes an information session, eligibility pre-screen, training provider interview, employer partner interview and onboarding
- Support participants to complete human resources requirements such as physicals, drug tests, and others in preparation for internship experiences
- Provide support to participants to aid retention in the program via in-person, phone, email, and slack communications
- Observe classes in order to identify barriers to learning in the classroom, provide feedback to program staff and participants on overcoming these barriers
- Work with participants to trouble-shoot barriers to successful completion and connect participants to resources at the college and beyond that will help them overcome these barriers
- Coach participants through challenges that they face during the course of the program and motivate them to develop creative strategies to overcome barriers
- Provide weekly professional development group check-in during the program training
- Provide weekly support during the internship sequence
- Work collaboratively with CTEA Office to coordinate or provide workshops in resume writing, interview preparation, job retention assistance and other job readiness skills
- Coordinate with the CTEA Office to offer a sequence of job search, resume, and interview workshops throughout the program to best prepare participants for employment after program completion
- Work collaboratively with other departments and partners to ensure goals are met
- Collect required data from participants and work with participants to complete administrative requirements such as signing contracts, signing photo release forms, registering for classes in the student information system, and completing Day 1 surveys
- Track, analyze, and report on participants' outcomes and performance metrics
- Meet regularly with the project team to reflect on progress to date and identify strategies for improvement

## Other Duties

---

- Performs other duties as needed and as assigned by the Program Managers

## Qualifications

---

- Master's Degree required; Master in Social Work preferred
- Experience in the social work or psychology fields; experience working with individuals experiencing mental health challenges
- Three (3) years' experience in working in a training or education program
- Two (2) years' experience in workforce development and/or case management
- Understanding of peer services and familiarity with the field of peer services
- Experience with recruitment and assessment for workforce training programs
- Knowledge of resources available to low-income students
- Ability to motivate others
- Team player who is flexible and takes initiative to solve problems
- Excellent time management and organizational skills including attention to detail
- Invested in students' success
- Ability to travel to Long Island City for in-person classes
- Excellent oral and written communication skills
- Excellent interpersonal and organizational skills
- Good technology skills, with a high level of proficiency in Microsoft Office including MSWord and MS Excel
- Demonstrated interest in working with diverse communities and supporting the success of underserved populations