
Job Title	Educational Case Manager
PVN ID	LE-2212-005305
Category	Managerial and Professional
Location	LEHMAN COLLEGE
Department	School of Continuing and Professional St
Status	Full Time
Annual Salary	\$55,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Jan 31, 2023 (Or Until Filled)

General Description

The School of Continuing and Professional Studies at Lehman College is seeking a committed Educational Case Manager (ECM) to support the program manager with the preparation, planning, launching, supervision, and scaling of the successful foreign-born RN English/NCLEX program in the Bronx. The program is dedicated to increasing the number of bilingual/ bicultural nurses in New York by providing the customized English and test preparation training that internationally trained nurses need to pass the NCLEX and become NYS licensed nurses. Reporting to the Program Manager, the ECM is responsible for providing support to all areas of the program starting with recruitment and culminating in successful student employment. The ECM will support the program team, including the program manager, program assistant, nursing and ESOL faculty, while providing direct student support.

You must have a passion for student success, possess the collaborative skills to support a program team, and the ability to provide excellent service in a fast-paced environment.

Other Duties

- Coordinating outreach, recruitment, screening, pre-assessment, and enrollment of new applicants.
- Advising and motivating immigrant students in persisting in their educational and career pathways, both through in-class workshops and one-on-one client sessions.
- Designing and leading workshops on such topics as goal setting, interviewing skills, managing test anxiety and stress, navigating systems, and overcoming barriers to successful employment.
- Collaborating with ESOL & NCLEX-ELL instructors and staff members to monitor and document student attendance, progress, and outcomes for two cohorts during the course of the formal training, before and after the NCLEX certifying exam, and throughout the period of program support for program participants' employment.
- Observing established program's confidentiality measures during case management.
- Identifying and establishing reciprocal referral relationships with relevant community-based organizations,

social service agencies, and local immigrant organizations to meet students' needs.

- Providing crisis intervention, support, and referrals to social services for students.
- Attending all NYSED Regional Adult Education Network (RAEN) and other professional development training, 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.
- Alerting the program manager of students needs related to job readiness and employment assistance so that appropriate connections can be made to the Workforce1 Career Center, and the funders
- Collaborating with the Program Manager to collect, record, and share relevant data on post-Training Program completion and employment outcomes.

Qualifications

- Bachelor's degree with at least two (2) years of relevant work experience related to educational case management, preferably in higher education administration or in the professional learning and development arena.
- Excellent communication and facilitation skills.
- Experience with student, funder, staff, and employer engagement.
- Ability to think strategically, problem-solve, advocate for students, and support organizational goals.
- Ability to establish community networks and deal effectively with community groups.
- Must have a passion for helping adults advance in their career.
- Ability to refer participants to services that will assist with overcoming barriers to completing the program
- Schedule flexibility: able to work at CUNY on the Concourse, Bronx, in-person 2-3 days a week and work remotely the remainder of the schedule. Occasionally support evening and weekend program events.

Preferred Qualifications

- Bachelor's Degree in a related field with at least three (3) years' experience as an ECM
- Knowledge and experience of the CUNY system and/or NYC government agencies.
- Experience in continuing education/workforce development.
- Bilingual – Spanish speaker

Position is grant funded until 2024 with option of renewal.