



Job Title	Case Manager
PVN ID	NY-2511-007117
Category	Instruction and Social Service
Location	NYC COLLEGE OF TECHNOLOGY
Department	Continuing Education
Status	Part Time
Hourly Rate	\$40.00-\$50.00
Hour(s) a Week	15.00-20.00
Closing Date	Jan 18, 2026 (Or Until Filled)

General Description

The Adult Learning Center (ALC) at NYC College of Technology seeks a part-time Educational Case Manager (ECM) for our Integrated Literacy and Civics Education (IELCE) funded program. The ALC collaborates with workforce development partners to provide advanced English learners free healthcare training that includes contextualized English instruction.

Primary responsibilities:

- Advise and support advanced-level English language learners enrolled in Medical Assisting, Medical Billing and Coding, and Direct Support Professional trainings, through in-class workshops and one-on-one sessions.
- Counsel participants on career prospects, academic goals, and personal concerns, while ensuring confidentiality
- Identify and establish joint referral relationships with relevant social service agencies, community-based organizations, and with Workforce1 Career Centers
- Assess student needs and make appropriate referrals to social services and other agencies
- Assist students with mapping their career plans, including related academic and personal goals
- Track student progress, attendance, and satisfaction, while completing required data entry tasks and maintaining accurate records
- Work closely with instructors and administrative staff to meet program objectives; this includes the monitoring and documentation of progress and outcomes for both current and former program participants
- Provide support during both the application process and the orientation of new students

Other Duties

- Participate in staff meetings and workshops.
- Attend 14 hours of RAEN Professional Development.

- Ad hoc duties as assigned.

Qualifications

- Bachelor's degree or higher in social work, counseling, or a related field
- Relevant counseling/case management experience, preferably in an adult education setting
- Strong awareness of the barriers facing immigrants looking to integrate into the US workforce and academic environment
- Good technology skills and experience with social media
- Must have excellent communication and interpersonal skills
- Best Plus 3.0 certified or available for the one-day training after employment start date
- Bilingual Spanish/English encouraged to apply
- Daytime availability