
Job Title	JobPath Case Manager
PVN ID	PS-2501-006656
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Innovative Learning Solutions (ILS)
Status	Full Time
Annual Salary	\$58,000.00 - \$68,000.00
Hour(s) a Week	35
Closing Date	Jun 04, 2025 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

Within CUNY SPS, the Office of Innovative Learning Solutions (ILS) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

Program Description:

The New York City Department of Social Services/Human Resources Administration (DSS/HRA or Agency) provides temporary, yet essential, support to individuals and families with social and economic needs, aiming to foster self-sufficiency. The HRA Office of Child Support Services (OCSS) works with NYC families to ensure that children receive financial support from both parents. OCSS's comprehensive services include locating noncustodial parents (NCPs), establishing parentage, providing summons service, and assisting in the establishment and enforcement of court-mandated child support and medical support orders.

For a variety of reasons—many NCPs struggle with substantial child support arrears, often due to factors like

default child support orders resulting from not participating in court hearings, unemployment, and disconnection from the workforce. The failure of NCPs to meet their full obligation has resulted in their accumulating arrears, highlighting the financial and systemic barriers faced by NCPs in connecting to employment.

Many NCPs are willing to meet their child support obligations but lack the education, training, work experience, or job-seeking skills to find stable good-paying employment. In some cases, finding and retaining employment is secondary to other barriers that may prevent them from paying their child support consistently or at all; they have housing insecurity, mental health, or other barriers.

The JobPath program is designed to stop the cycle of unemployment/ underemployment and failure to pay support and looks to put NCPs in the position to provide for their children by addressing these barriers. The primary goals of JobPath are to:

- Connect unemployed or underemployed noncustodial parents to employment services.
- Empower noncustodial parents to overcome specific barriers to employment.
- Develop individualized strategies to improve earning capacity and financial security of NCPs, thereby increasing their ability to support their children.
- Prevent the accrual of child support debt by explaining child support requirements, providing child support navigation assistance, and offering OCSS debt reduction programs to all eligible noncustodial parents.

JobPath will offer eligible and interested NCPs employment services, referral to occupational skills training, and child support navigation. Occupational skills training programs will be those that offer certifications or credentials valued by local employers and lead to jobs with good entry-level wages and career advancement opportunities within in-demand occupational sectors.

OCSS will promote the JobPath program to noncustodial parents on its caseload and expects around 1,500 individuals to inquire about the program each year, with approximately 500 anticipated to enroll initially. Of those, 175 participants are projected to obtain employment through the program.

HRA/CUNY is seeking two experienced case managers or credentialed social workers to serve as Program Case Managers for the JobPath Program. In this role, the case managers will provide a range of services to NCPs, including assessing their employment skills, interests, and barriers to employment. They will develop individualized service plans and make referrals to appropriate resources, connecting NCPs with employment opportunities through programs such as HRA's Business Link, Pathways to Industrial and Construction Careers (PINCC), Workforce 1, and job training and child support debt reduction programs, along with other support services. Additionally, the case managers will provide case management to ensure NCP engagement with employment and support services and assist in navigating child support requirements both before and after job placement.

The positions will be supervised by the JobPath Executive Director.

Other Duties

Responsibilities include but are not limited to:

- Conduct an assessment that identifies an NCP's skills, career interests, and barriers to employment. The initial assessment will include consultation with NCPs on their child support case by reviewing with them

basic child support case information.

- Develop personalized employment plans within two weeks of the initial meeting, setting both short- and long-term goals. These plans should address any identified barriers and outline employment engagement activities to achieve employment goals. Address any immediate barriers, such as housing instability, by coordinating with emergency services and community resources to provide support and stability.
- Assist NCPs in navigating their child support cases by explaining case details. Addressing arrears, understanding legal obligations, and facilitating resolution of issues such as orders of modifications or debt reduction programs through coordination with OCSS.
- Refer NCPs to employment services: Identify and connect NCPs with relevant employment services and programs to enhance their job readiness and employability. Actively monitor and track their participation in key activities such as training programs, resume workshops, job interviews, career coaching sessions, and job fairs to ensure sustained engagement and progress.
- Provide guidance on co-parenting strategies by connecting NCPs to resources such as parenting classes or mediation services and help them understand the impact of employment changes on their child support obligations, including income withholding orders and recalculating child support obligations.
- Follow up with NCPs to promote engagement and address barriers: Conduct regular follow-ups, either daily or weekly, to ensure consistent engagement in assigned employment-related activities. Follow-ups should be conducted by phone, in-person or virtually, or via email as appropriate. Identify and address any barriers they may face, such as transportation, scheduling conflicts, or access to resources, and offer tailored support and guidance to help them overcome challenges and remain focused on achieving their employment goals.
- Build relationships with various organizations to refer NCPs to relevant services, such as food pantries, shelters, mental health counseling, legal aid, and parenting groups. These services may also include mediation, parenting courses, financial literacy, health and wellness programs, and other support aimed at improving co-parenting skills. Additionally, conduct field visits and attend community events to engage with local partners and enhance service accessibility for NCPs.
- Track NCPs' compliance with participation in the program maintaining detailed records of attendance, engagement levels, completion of required activities, success, and challenges. Regularly assess their progress, identify any areas of concern, and implement strategies to support their continued involvement. Provide detailed timely updates to leadership and relevant stakeholders and ensure that NCPs receive the necessary resources to meet program expectations.
- Maintain accurate and up-to-date participant data in the electronic system by regularly entering, updating, and verifying information. This includes documenting detailed case notes that capture interactions, progress, and any relevant updates on each participant's journey.
- Adhere to federal child support data confidentiality and security requirements and complete annual confidentiality and security training.
- Other duties as assigned.

Qualifications

- A licensed Master of Social Work (MSW) degree or a four-year B.A./B.S. degree with at least three years of case management experience.
- Experience conducting workforce development and social services assessments, developing service plans, and assisting with child support navigation.
- Experience working with fatherhood or employment programs preferred.

- Background in child support, family services, or domestic violence issues preferred.
- Ability to collaborate with partner agencies.
- Demonstrated cultural competence and ability to work with diverse client populations.
- Strong organizational and time management skills.
- Ability to work independently and as part of a team in a fast-paced environment.

Location: After an initial on-boarding and training period, a hybrid work schedule is available comprising of three days in-person and two days remote work. The JobPath Program is co-located with HRA Business Link at 123 Williams Street in lower Manhattan.

Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.