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| Job Title | Case Manager/Mental Health Professional |
| PVN ID | QB-2109-004257 |
| Category | Instruction and Social Service |
| Location | QUEENSBOROUGH C. C. |
| Department | Office of Continuing Education & Workfor |
| Status | Full Time |
| Salary | Depends on qualifications |
| Hour(s) a Week | 35 |
| Closing Date | Mar 31, 2022 (Or Until Filled) |

General Description

The Office of Continuing Education & Workforce Development (CEWD) at Queensborough Community College (CUNY) is looking for a dynamic Case Manager to work on their Department of Youth & Community Development Grant-Funded, Train & Earn Program. Candidate must be able to report to the office full time 5-days a week to support participants' In-Person and Remote Learning. Will report to and work with the Program Director in support of programmatic outcomes and goals.

Other Duties

- Administer one-on-one assessment and intake interviews for each new participant on case load, assessing participants' education and work history, need for support services, career preferences and barriers to meeting education outcome.
- Support a case load of up to 45 students throughout the year.
- Develop an Individual Educational/Career Plan for each participant.
- Ensure that participants' folders are complete including copies of identification, documents and case notes.
- Support, monitor and follow-up on participants' \ attendance in education classes and other related activities.
- Case notes need to be updated weekly/monthly with any status change including: non- compliance with program rules and regulation or dismissal from the program.
- Make appropriate referrals to address barriers: educational (ESOL, ABE, HSE, Spanish HSE), housing, domestic violence, mental health, college readiness, as well as, other outside resources to meet the client needs.
- Administer TABE testing; assist new students' intake forms and registration.
- Monitor, document and follow up on participants' attendance in education classes and other related activities.

- Assist Program Director with (and independently): Lead and facilitate small group counseling/workshops as determined by schedule provided by Program Director.
- Organize and occasionally lead mixed level conversation class with ESOL students.
- Ensure ASSIST, CAPRICORN, ETO, WISE (SNAP), HRA and other in-house database systems are updated on a weekly basis and as necessary.
- Assist Program Director with preparing program monthly reports.
- Provide referrals to support services for program candidates & participants.
- Assist Fiscal Coordinator with preparing reports/audits for funders.
- Maintain excellent organizational and time management skills in order to ensure completion of all tasks.
- Timely record keeping and quality assurance for compliance with the requirements of various funding sources.
- Attend monthly case manager trainings/meetings/supervision.
- Perform other tasks (i.e. graduation ceremonies, student recognition, etc.) in support of Train and Earn program as directed by Program Director.
- Participate in program meetings and funder professional development.
- Must be flexible and be available to work some evenings and occasional Saturdays.

Qualifications

- Case Manager will also serve as onsite mental health professional.

This mental health professional shall be:

- a social worker with one of the following credentials: Licensed Clinical Social

Worker (LCSW) or Licensed Masters Social Worker (LMSW);

or

- a counselor with one of the following credentials: Credentialed Alcoholism and

Substance Abuse Counselor (CASAC) or Licensed Mental Health

Counselor (LMHC).

- 3 years related field experience in social service organization preferred.
- Bilingual (Spanish, English) preferred.
- Ability to work with culturally-diverse individuals, bringing a non-judgmental approach to counseling and casework while maintaining a clear sense of boundaries.
- Public speaking skills preferred.
- Excellent organizational and interpersonal skills.
- Strong communication, writing and computer skills.
- Must be comfortable using databases and entering case notes into required systems.
- Experience crisis management/ intervention skills preferred.

- Knowledge of community resources and counseling with high risk populations.
- Ability to motivate others towards achieving goals.
- Ability to work both independently and as a team with an equal amount of focus and enthusiasm.
- Strong sense of and respect for confidentiality involving both clients and fellow employees.
- Ability to work in person in the office 5 days a week. Also availability to work 2 evenings a week and occasional Saturday as needed.
- Skilled at remote learning with experience using online platforms for virtual support.