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| Job Title | Case Manager |
| PVN ID | HO-2403-006187 |
| Category | Instruction and Social Service |
| Location | HOSTOS C. C. |
| Department | Continuing Education |
| Status | Full Time |
| Annual Salary | \$55,000.00 - \$60,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | May 12, 2024 (Or Until Filled) |

General Description

Division's Overview

The Division of Continuing Education & Workforce Development (CEWD) at Hostos Community College offers educational, career, and personal development opportunities designed to address the needs of the Bronx and neighboring communities such as Upper Manhattan. We offer non-credit courses and certificate programs.

Position Overview:

Under the supervision of the Program Manager and the Social Worker, the Case Manager will carry out a broad range of responsibilities related to institutionalizing Hostos' role as a premiere community resource for educating and developing a workforce that is responsive to the changing demands of the job market and the prevailing economic outlook.

The Case Manager will support the CEWD Case Management Team in providing social/support services to continuing education students, creating referrals when necessary, and meeting with students individually. The Case Manager will also collect and analyze data and draft reports and maintain confidential records. In addition, the Case Manager will conduct external presentations, and coordinate with community programs and other organizations.

The Case Manager will be working closely with the senior social worker, coordinators, and students to help identify services and develop transition plans for each student, monitor their progress and help support their successful transition to college, work and/or training programs. The Case Manager will also interface with instructors and administrative staff to ensure positive, collaborative relationships with students.

Other Duties

Primary Responsibilities:

- Conduct comprehensive intake and assessments to identify potential challenges that might interfere with the student's ability to complete the program
- Maintain frequent contact with students to monitor their progress and to ensure they successfully complete the program and obtain employment
- Maintain accurate data and notes for each student and recommend appropriate referrals when needed
- Conduct regular outreach to instructors and other staff both in and outside of Hostos to support student success and program completion
- Provide short-term supportive counseling, crisis intervention, and safety planning
- Participate in weekly supervision with the Program Manager to discuss caseload and to ensure continued quality assurance
- Actively participate in staff meetings and ongoing trainings; identify new opportunities for staff development
- Co-facilitate workshops on various topics, including emotional, social, and academic issues

Qualifications

Core Competencies:

Ability to:

- use discretion, and sound judgment with handling confidential materials and information especially student records
- work under deadlines, with changing priorities
- respond calmly to emergencies and resolve student concerns
- establish community networks and work effectively with community groups
- seek assistance when needed
- write clearly and produce/edit accurate, well-organized, and understandable reports
- communicate effectively, listen, and quickly respond to others
- work in a team, as well as independently

Qualifications

- Bachelor of Social Work (BSW - BASW) degree required from a school accredited by the Council on Social Work Education or related field.
- Experience working with diverse populations in low-income communities
- Demonstrated experience creating and sustaining relationships with partnering agencies
- Strong interpersonal and communication skills
- Basic knowledge of community resources and government benefits
- Demonstrated experience creating and sustaining relationships with partnering agencies.
- Strong working knowledge of Microsoft Office and basic knowledge of MS Teams, Google Drive, and Zoom
- Must be willing to work some evenings or weekends for special events