
Job Title	Case Manager
PVN ID	LA-2502-006700
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	Workforce Education Center
Status	Full Time
Annual Salary	\$55,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Apr 07, 2025 (Or Until Filled)

General Description

The Workforce Education Center at LaGuardia Community College is seeking two Case Managers for its Train & Earn Program. This initiative offers comprehensive occupational and work-readiness training for out-of-school, out-of-work (OSOW) youth aged 16–24, preparing them for entry into high-growth occupations in in-demand sectors. The program focuses on healthcare-related training, including Emergency Medical Technician (EMT) (Basic), Certified Medical Administrative Assistant (CMMA)/ Certified Clinical Medical Assistant (CCMA), and Central Service Technician/Central Sterile Technician (CST) certifications. Upon completion of training students will begin 150-hour paid internship and sit for a certification exam. Job placement is an outcome after the completion of internship. These positions report to the Train & Earn Licensed Social Worker.

Position Overview

The Case Managers will play a critical role in providing case management services while fostering participant engagement and retention throughout the program. They will support participants by offering guidance, connecting them with city systems and supportive services, and addressing barriers to participation. In collaboration with the Outreach and Retention Specialist, they will ensure successful program completion for Train & Earn (T&E) participants and lead follow-up activities for those who have completed initial training.

Additionally, the Case Managers will assist in tracking participant progress through regular documentation and reporting, ensuring compliance with program requirements. They will also contribute to developing and implementing strategies to improve participant outcomes, such as workshops, one-on-one coaching, or partnerships with local resources.

The Case Managers will work closely with the Outreach and Retention Specialist, instructors, students, external partners, and consultants. While the typical schedule aligns with standard business hours (Monday–Friday, 9:00 AM–5:00 PM), flexibility is required to accommodate program needs, which may include some evening and weekend hours.

Duties and Responsibilities

- Conduct comprehensive intake and assessments to identify potential challenges affecting participants' ability to complete the program.
- Maintain frequent contact with participants to monitor progress, ensuring program completion and employment placement.
- Maintain accurate participant records and case notes, providing appropriate referrals as needed.
- Collaborate regularly with instructors and other staff, both within and outside LaGuardia Community College, to support participant success.
- Provide short-term supportive counseling, crisis intervention, and safety planning.
- Participate in weekly supervision with the Program Director and Outreach & Retention Specialist to discuss caseloads and ensure quality assurance.
- Actively participate in staff meetings and ongoing training sessions; identify and pursue opportunities for professional development.
- Co-facilitate workshops on topics such as emotional, social, and academic issues to support participants.
- Exercise discretion and sound judgment in handling confidential materials and participant records.
- Manage multiple deadlines and adapt to shifting priorities.
- Respond calmly and effectively to emergencies, resolving participant concerns.
- Build and maintain community networks and collaborate effectively with community groups.
- Seek assistance or support as needed to ensure program success.
- Produce clear, accurate, and well-organized reports and written materials.
- Other duties as assigned.

LaGuardia Community College

Founded in 1971 in Long Island City, Queens, LaGuardia Community College is one of seven community colleges of the City University of New York/CUNY. LaGuardia offers seventy-two associate degree and certificate programs, more than fifty non-degree workforce training programs, and dozens of ESOL, GED, and pre-college programs. In 2023, LaGuardia served approximately 25,000 students. More than one-third of our degree-seeking students (35%) were born outside of the United States, coming to LaGuardia from 136 countries and speaking forty-three heritage languages. More than half (54 percent) are first-generation college students.

Sixty-nine percent of LaGuardia degree students live in Queens; the rest come from Brooklyn and beyond. Virtually all LaGuardia degree students are ethnic minorities (89 percent), 58 percent are women, 27 percent are over the age of 25. Forty-six percent are Hispanic, well above the threshold of 25 percent required by the US Department of Education for designation as a Hispanic-Serving Institution (HSI). Sixty-six percent of LaGuardia degree-seeking students receive some form of financial aid. Close to half of our degree-seeking students attend part-time (49%), usually because they need to work to support their families. Tuition and fees are \$5,271 per year for a full-time student.

Other Duties

Qualifications

Core Competencies/Qualifications

- Work independently and as part of a team in a dynamic environment.
- Communicate effectively, listen actively, and respond promptly to others.

Qualifications

Bachelor's degree in Social Work or a related field required, with 3-4 years of experience working with city agencies such as public assistance, child welfare, education, and housing.

OR

Associate's degree with significant experience of 5-7 years in case management or counseling, as well as collaborating with city agencies.

Fingerprinting is required within 30 days of an offer of employment.