JOB DESCRIPTION

JOB TITLE: Train & Earn Case Manager

St. Nicks Alliance is a nonprofit, nonsectarian community-based organization founded in 1975 with the mission to serve as a catalyst to improve the quality of life of residents in North Brooklyn communities through its work in five main areas: housing, healthcare, workforce development, economic development, and youth and education.

St. Nicks Alliance’s Workforce Development division provides comprehensive workforce services leading to employment and a career ladder for unemployed and under-employed community residents.

This is a Full-Time in office position M-F 9am-5pm.

Job Summary:
St. Nicks Alliance seeks a full-time Case Manager for its Train and Earn Young Adult Program in collaboration with the Department of Youth and Community Development (DYCD). The Train and Earn Case Manager is primarily responsible for providing tools and resources to help individuals achieve skills training certifications, educational, and internship/employment goals. The Case Manager will meet with each of our 70 enrolled participants throughout the year as well as stay connected with first-year participants. The Case Manager will not only ensure successful completion of our Skills Training Certifications but will also continue to work with the youth post-graduation to capture retention milestones and to provide continued support. The Case Manager plays a critical role in youth retention as part of the Train and Earn team at St. Nicks Alliance in supporting the 70 young adults trained annually. The Case Manager must ensure that case notes are entered in the PTS funder system and St. Nicks Alliance’s ETO internal database which is used to help track and monitor the progress of clients enrolled in the programs.

A key innovation in St. Nicks Alliance Career Development Center/Young Adults Training Network will be the provision of intensive 1-1 support for the young adults who face multiple challenges and barriers to sustain employment over time. For participants, an initial assessment will create a career plan which will include: 1) Basic Education, 2) Workplace Readiness Skills, and 3) Technical Skills Training. The Case Manager will guide participants through the stages of the program to enable them to maintain positive behaviors and meet plan deliverables/goals. They will provide support and direction that help the client overcome obstacles and develop skills to do so independently in the future. Their success will be measured by enrollment, completion of the Career Plan, Skills Training, and Certifications. However, our key metric will be the number of participants who are sustained in employment over time.
**Key Responsibilities:**

- Managing and inspiring a caseload of up to 70 young adults aged 16-24 who are out of school and out of work (with a primary focus on Brooklyn/North Brooklyn).
- Manage an active caseload of up to 20 young adults yearly.
- Build and sustain relationships with all young adult participants, both past and present.
- Determine customer eligibility for workforce services through intake and individual and group assessment processes.
- Develop individualized Career Plans and monitor/inspire clients to reach goals and milestones (education and employment goals).
- Cultivate and make internal and external referrals for services as needed and provide regular follow-up.
- Maintain detailed case records in PTS and in participant files as per funder (DYCD) program standards.
- Reach out to former program participants and enter retention data findings in both PTS and ETO databases.
- Help to ensure that all programmatic goals are being achieved.
- Conduct site visits to current participants during their training/internship hours.
- Work closely with DYCD and St. Nicks Alliance staff to review client progress, challenges, and outcomes.
- Assist in leading work readiness workshops and developing curriculum to ensure the needs of the participants are being met.
- Administer, grade, and record the Test of Adult Basic Education (TABE) for program participants.
- Work closely with the recruitment and retention specialist on the planning of cohort graduations, alumni events and all other special events.
- Coordinate the recruitment of industry mentors and ensure all young adult trainees are matched with an industry mentor upon graduation as part of alumni engagement and career retention.
- Monitor participant attendance and performance in all program activities.
- Conduct program outreach and active recruitment when necessary.
- Conduct crisis intervention when necessary.
- Attend relevant and/or mandatory DYCD trainings and/or meetings when necessary.
- Attend, participate and contribute to all team/staff meetings.
- Collaborate and support St. Nicks Alliance Young Adult and Skills Training Programming as requested by the Train & Earn Program Manager, Deputy Director of Skills Training or the Director of Workforce Development.
- Other duties/tasks may be assigned as needed.

**Qualifications:**

- The ideal candidate will have a Bachelor’s Degree in Social Work, Psychology, Sociology, or related field
- 2-3 years of job-related experience in workforce, youth, or similar services.
- Excellent organizational and interpersonal skills are required;
- Must have strong communication, writing, and computer skills.
- Experience working with low-income job seekers; young adults,
- Proven ability to work as part of a team;
- Ability to multitask, prioritize and meet deadlines,
- Ability to work some evenings.
- Fluency in English/Spanish is helpful.

This position is competitive in salary and includes benefits after a probationary period.

**How to apply:**
Please submit a thoughtful cover letter and resume to snaworkforcehr@stnicksalliance.org with Case Manager, Train and Earn Program subject line. Visit www.stnicksalliance.org to learn more about the organization. Please no phone calls.

St. Nicks Alliance is an Equal Opportunity Employer.