JOB DESCRIPTION:

JOB TITLE: ADULT EDUCATION CASE MANAGER (IN PERSON)

REPORTS TO: ADULT EDUCATION PROGRAM COORDINATOR AND DEPUTY DIRECTOR FOR ADULT EDUCATION

Job Summary:

St Nicks Alliance Adult Education program seeks a Case Manager to support the ESOL program. The candidate must have excellent organizational and interpersonal skills, and strong writing and computer skills. Must be comfortable using databases and entering case notes. The candidate should have the ability to work with culturally-diverse individuals while maintaining clear boundaries. Ability to motivate others towards achieving goals. Ability to work independently and as part of a team. A strong sense of and respect for confidentiality. Experience in crisis management intervention skills preferred.

This is a full-time position, candidate must be available to work 2 evenings a week, and occasional Saturdays as needed to support Adult Education

DUTIES INCLUDE:

- Administer one-to-one-assessment interviews for each new participant on the caseload, assessing the participant's education and work history, need for support services, career preferences, and barriers to meeting education outcomes.
- Support a caseload of up to 120 students throughout the year.
- Develop an Individual Educational/Career Plan for each participant.
- Ensure that participant’s 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.
- Update monthly case notes with any status change including non-compliance with program rules and regulations or dismissal from the program.
- Make appropriate referrals to address barriers: educational (ESOL, ABE, HSE, Spanish HSE), employment, childcare, college readiness, housing, domestic violence, mental health, , as well as, other outside resources to meet the client's needs. Provide referrals to support services and internal St Nicks Alliance programs.
- Administer Best Plus 2.0/TABE testing
- Lead and facilitate small group counseling/workshops.
- Ensure ASSIST, CAPRICORN, ETO, WISE (SNAP), HRA, and other in-house database systems are updated on a weekly basis.
- Develop monthly outreach reports with clear recruitment efforts
- Support all Adult Education programming at St. Nicks Alliance Workforce Center.

Qualifications:

- Bachelor’s degree in Social Work, Psychology, Sociology, Education or related field or Bachelor’s Degree and 3 years related field experience in social service organization preferred.
- Must be bilingual (Spanish, English)

How to apply:

Please submit a thoughtful cover letter and resume to slorya@stnicksalliance.org with Adult Education Case Manager in the subject line. Visit www.stnicksalliance.org to learn more about the organization. Please no phone calls.

St Nicks Alliance is an Equal Opportunity Employer.