Job Title: Case Manager
Job Classification: Full Time Non-Exempt
Hours: 35 hours per week
Compensation: Commensurate with experience

Job Duties: Provide case management services to participants in an English Language Acquisition Program (ELA), including:

- Meet with program applicants to provide initial assessment and assist with their program applications.
- Interview enrolled participants to identify their education and/or employment goals and social service needs; create an Individual Service Plan (ISP) for each participant.
- Meet participant regularly, in groups and/or individually, to learn about their progress in language acquisition, civic participation, work readiness preparation, and changes of their social service needs; update participants’ ISP on a monthly basis.
- Register participants through the NYSDOL JobZone site, guide, and help them with career exploration and labor market information.
- Conduct workshops on job search, job application, and job interview skills, in collaboration with ESOL instructors, and utilizing SED/CUNY CareerKit; help job seekers prepare resumes and cover letters.
- Provide supportive/social services, including making service referrals, assisting with appointment setup, and following up with the referrals.
- Make recommendation for and work with the team to assist participants in their transition to the next step—moving to a more advanced ESOL class, joining a vocational training program, or obtaining direct job/college placement.
- Provide follow-up services, track, and document participants’ positive outcomes, including employment status and wage information during the second and fourth quarters after program exit.
- Attend relevant meetings, conferences, and professional development trainings.
- Assist with program outreach, intake, retention, and reports.
- Perform other duties as assigned by the Program Director

Qualifications:

- Required: a bachelor’s degree in liberal arts (MA in TESOL or Social Work strongly referred).
- Strongly preferred: bilingual in English and Mandarin; excellent written and oral communication skills; strong digital skills and familiarity with online learning platforms; work experience with English language learners/immigrants.
- Must be: highly motivated, committed to community services, prompt, flexible, and a great team player.

Email resume and cover letter with the subject heading “Case Manager” to dongyang@cmpny.org.