Case Manager

Background:

The HOPE Program is a leader among New York City job training providers, upskilling adult jobseekers (ages 18 - 70) for a broad range of sectors, including a focus on green construction, maintenance, infrastructure and related careers. We work with individuals facing deep structural barriers to employment, including histories with the criminal legal system, current and/or past homelessness, substance abuse disorders, low educational attainment and more. Our comprehensive approach includes classroom training, industry-recognized certifications, digital literacy and access, financial literacy and access, mental health support, case management, paid job training, and our signature “HOPE for Life” approach, which provides a vital community of support throughout the lives of HOPE graduates’ careers. With measurable outcomes among the strongest in the industry, HOPE’s impact sits at the intersection of COVID-19 recovery, racial justice, and building a more equitable future for New York City. Our work is best described in the words of our graduates, such as Enrique.

Position:

HOPE seeks an experienced professional for a Case Manager role to join the Wellness Team. This position will be responsible for engaging with HOPE’s cohorts in both the Bronx and Brooklyn locations. This includes HOPEworks, Sustainable South Bronx, Intervine, NYC CoolRoofs, YouthBuild, and any new programming developed. Each program cycle varies from 5 weeks to 5 months totaling 29 cycles per year. The Case Manager will report to the Director of Work Wellness and provide group and one-on-one support to up to hundreds of participants across all programs per year. HOPE is looking for candidates who align with our organizational mission and hope to serve in an educational and advocacy role for participants in accessing resources for their programmatic and employment success.

Responsibilities:

- Provide short-term and solution-oriented case management support for hundreds of HOPE participants from Bronx and Brooklyn in both classroom-based and one-on-one support.
- Engage in real time communications with program staff when they identify social services as a potential barrier to participant success while in the field. Schedule an immediate call or meeting with the participant for support.
- Assess participants’ social service needs with the goal of supporting program completion, job connection outcomes, and long term self-sufficiency.
- Develop and follow individual service plans for participants.
- Maintain and enhance HOPE’s working database of social service partners and resources in areas, such as public benefits, affordable housing, childcare, pro bono legal services, basic needs access, etc.
- Cultivate partnerships for social service referrals for students that are warm and human-centered, recognize the needs of participants and capacity of the provider, and offer a feedback loop to HOPE.
- Work directly with the Director of Work Wellness to determine if there are additional mental health concerns or needs for coordination with the wellness team and mental health providers.
- Establish individual service plan templates, performance metrics, and success standards with the Director of Work Wellness for effectively serving participants and meeting their non-programmatic needs for programmatic success. Align these with student file and Salesforce reporting.
- Share out participant progress on individual service plans and act as an expert of social service supports for HOPE staff during Client Meeting and other forums.
● Create events and opportunities for partners to share social service resources for all Bronx and Brooklyn programs.
● Identify partners that could be leveraged further alongside the recruitment and employment and graduate services teams.
● Maintain constant research and external engagement in key social service areas to meet unique participant needs.

Requirements and Preferences:
Excellent interpersonal and external communications, organizational and admin, and counseling skills required. Candidates with at least five years experience in a clinical field or in a social service or workforce development organization managing caseloads preferred. Licensed Mental Health Counselors, Licensed Certified Social Workers with SIFI, and Certified Rehabilitation Counselors are encouraged to apply to support HOPE’s graduate internship program as a fieldwork supervisor.

Position Type: Full-time and currently remote with eventual on-site work at both locations

Salary/Benefits: Salary is dependent upon experience. HOPE provides a full package of benefits including: healthcare and dental insurance; retirement plan; competitive vacation (plus 1/2 day Fridays during summer which is equal to 7.5 additional vacation days); and 12 paid holidays.

Interested Candidates: Email cover letter, indicating what position you are applying for and where you saw listing, and resume to hr@thehopeprogram.org. Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

The HOPE Program is an equal opportunity employer.

www.thehopeprogram.org