

# THE HOPE PROGRAM

## CASE MANAGER [2 POSITIONS]

### 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 Ramon.](#)

### The Position:

HOPE seeks an experienced professional for a Case Manager to join the Wellness Team. This position will be responsible for engaging with HOPE’s job training participants in both the Bronx and Brooklyn locations. Each program cycle varies from 7 weeks to 5 months totaling 24 cycles per year as of FY’23. The Case Manager will report to the Director of Work Wellness and Alumni Support and provide group and one-on-one support to up to hundreds of participants across all programs per year. HOPE follows a hybrid work model, with employees reporting to the office at least twice weekly.

### Responsibilities:

- Provide short-term and solution-oriented case management support for hundreds of 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 and Alumni Support 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 for effectively serving participants and meeting their non-programmatic needs for programmatic success. Align these with student files 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.
- Identify partners that could be leveraged further alongside the recruitment and employment and graduate services teams.
- Performs other duties as required or assigned which are reasonably within the scope of the duties in this job classification.

## Minimum Qualifications

Excellent interpersonal and external communications, organizational and admin, and counseling skills required. Candidates with at least five years experience in 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.

## Salary/Benefits

The salary range is \$45,000 - \$55,000, dependent upon experience. HOPE provides a full package of benefits including healthcare and dental insurance, retirement plan, competitive vacation (plus half-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 the listing, and resume to [hr@thehopeprogram.org](mailto:hr@thehopeprogram.org). Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

HOPE employees are required to provide one-time verification of vaccination against COVID-19. **The HOPE Program is an equal opportunity employer.**

[WWW.THEHOPEPROGRAM.ORG](http://WWW.THEHOPEPROGRAM.ORG)

