

BEST Academy Case Manager/Job Developer

Sustainable South Bronx (SSBx), a not-for-profit environmental justice solutions organization located in The Bronx, New York, is seeking a Case Manager/Job Developer, who will be responsible for the development of the job readiness portion of SSBx's job training programs. The Case Manager/Job Developer reports to the Director of Bronx Environmental Stewardship Training (BEST) Academy.

The Case Manager/Job Developer's duties include:

- Under general supervision, perform supervisory or administrative functions, including the supervision of a Job Developer, overseeing work plan, goals, priorities, etc.
- Develops employment opportunities and relationships with employers through proactive solicitation, visitation and use of other resources.
- Maintain a caseload level determined by BEST Academy Director
- Conduct group and individual counseling sessions with BEST students and alumni. Facilitate workshops.
- Provide vocational assessment to participants to assist in meeting employment requirements, skills and abilities; Review job prospects and identify job goals.
- Maintain a regular dialogue with BEST Staff, BEST students, and BEST mentors to more effectively gauge and address members' barriers.
- Reach out by phone, mail and email to clients who do not actively participate.
- Address a variety of personal issues that may act as barriers to employment, educational attainment, or the achievement of personal goals. Perform crisis intervention (i.e. homelessness or domestic violence) when necessary.
- Refer participants to in-house services (i.e. mentoring, job development, training) and external resources, and ensure that referrals are completed.
- Works with participants on employment preparation activities, such as editing draft resumes, mock interviews and job coaching on issues such as networking, marketing oneself, communication and related topics as appropriate.
- Conduct group sessions/classes on employment topics.
- Communicates with employers regarding interviews, hiring, retention, and documentation.
- Maintains progress notes on all contacts with participants in case file and in information management systems; collects and completes all necessary documentation and reports related to program activities.
- Conducts sessions for job-retention support.
- Work with businesses, agencies and organizations to remove employment barriers and resolve issues related to those barriers.
- Provide feedback to BEST Academy Director for improving the quality of service delivery.
- Provide follow-up and support clients to ensure clients meet action deadlines and retain jobs.
- Other duties as required.

Minimum Requirements

Must have a Bachelor's degree from an accredited college or university with a major in social work, vocational rehabilitation counseling, or a related field and 3 years of satisfactory, full-time progressively responsible clerical/administrative experience, 1 year of which must have been in an administrative capacity or supervising staff performing clerical/administrative work of more than moderate difficulty. Experience in providing employment services for individuals seeking jobs, including persons with disabilities. Must have a passion for creating pathways

out of poverty through job opportunities. Candidate should exhibit integrity beyond reproach and be passionate about addressing social inequities through sustainable solutions. A commitment to holding all BEST Academy Alumni and Students to high expectations for personal success is also a must.

Additional Qualifications

Must be an effective communicator with people from diverse backgrounds and cultures. Must have current knowledge of the local community and green collar labor market and be able to demonstrate knowledge and experience with local employers and employment and job carving strategies for green collar employment. Experience working with business community preferred. Must be able to use computer and commonly used software such as MS Office suite. Applicants must have the capacity to handle stressful and complicated social situations as well as the ability to prioritize a diverse range of tasks. Has to be able to work independently and must be willing to work at a variety of job sites and follow a flexible work schedule. Demonstrate respect and sensitivity for cultural differences. Ability to prioritize competing tasks on a day-to-day basis. Must be able to model collaborative behavior. Be able to positively represent the agency in community meetings. Be able to demonstrate persistence in meeting difficult challenges. Demonstrate commitment to working in a team environment. Practice healthy and respectful communication. Commitment to continuing education. Sensitivity to poverty issues.

Preferred Skills:

- Master's Degree
- Bilingual English/Spanish
- Experience working with youth and social service organizations
- Excellent writing, communications, supervisory and administrative skills
- Computer proficiency in Access, Excel, PowerPoint and Word
- Valid New York State driver license

Highly motivated, enthusiastic, personable, hard-working and committed individual. May need to work weekends and perhaps some evenings.

About Sustainable South Bronx

Sustainable South Bronx (SSBx) is a cutting edge not-for-profit dedicated to environmental justice through innovative, economically sustainable projects informed by community needs. Founded in 2001 SSBx addresses land-use, energy, transportation, water & waste policy, design and manufacturing, and education to advance the environmental and economic rebirth of the South Bronx, and inspires solutions in areas like it across the nation and around the world. SSBx's vocational training programs are free to qualified applicants and graduates of these programs obtain several certifications, job readiness preparation, and a powerful environmental justice perspective on all of the important work they are qualified to do. We work with our graduates to help them find the right job, and we track their progress for three years in case they need help finding their place in this growing and rewarding job market. SSBx is an equal opportunity employer.

If interested, please send your resumé, a cover letter and salary history via email with "Case Manager/Job Developer" in the subject line to:

Janett Florindo

Director of Operations & Administration
E. JFlorindo@ssbx.org