

Case Manager - Say Yes Program
Erie Community College

Direct Link: <https://www.AcademicKeys.com/r?job=124360>

Downloaded On: Jul. 16, 2019 4:56pm

Posted Jun. 12, 2019, set to expire Oct. 12, 2019

Job Title	Case Manager - Say Yes Program
Department	
Institution	Erie Community College Buffalo, New York
Date Posted	Jun. 12, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Student Services
Job Website	https://ecc.wd5.myworkdayjobs.com/en-US/CareerOpportunities/job/City-Campus---Downtown-Buffalo/Case-Manager---Say-Yes-Program_J0000306

Apply By Email

Job Description

Department:

Student Support Grants

Salary/Hourly

\$41,277.13 Annual

Union/Position Status:

AAECC FT

Posting Closing Date:

July 2, 2019

Please note that the posting will close at midnight (12:00 AM) on the posting closing date. This means any applications must be submitted by 11:59 PM the evening before.

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JOB DESCRIPTION

DISTINGUISHING FEATURES OF THE CLASS:

Under general direction of an administrator, the incumbent is responsible for case managing a cohort of Say Yes SUNY Erie students to assist them in meeting their educational goals as part of a partnership grant with Say Yes to Education; reporting to the Director of Say Yes Program, the Case Manager will monitor the progress of Say Yes students and ensure that they are provided with the resources needed to support their success in college. Case Managers will regularly meet with students and serve as their advocates. Other duties as assigned.

TYPICAL WORK ACTIVITIES:

- * Establish a positive rapport with students; be encouraging and supportive in the actualization of their goals.
- * Contact each student on your caseload four times per semester (pre-semester, three weeks after the term starts, mid-term, and prior to advanced registration).
- * Assist with the recruitment of students for the Summer Success Academy by contacting potential participants, collecting the required paperwork, and determining their eligibility for the program.
- * Manage the cases of 100-150 Say Yes students in their academic, personal, financial, and career plans using Starfish to document case notes through the creation of a Student Success Plan.
- * Assist in the adoption of the Guided Pathways philosophy for Say Yes students.
- * Be innovative in improving student contact. Maintain regular communication with each student to provide ongoing academic and personal assistance and to support persistence.
- * Student contact will include active, consistent outreach to students based intrusive models of outreach during the term.
- * Reach out to students on your caseload via email, email blasts, telephone contact, group meetings, and one-on-one contact. Document all contact in Starfish.
- * Ensure that each student has completed and/or is participating in designated program activities, as per the outline under semester contacts.
- * Participate in the collaboration, planning and execution of Say Yes Program services and activities (i.e., open houses, parent meetings, workshops, Summer Success Academy, Orientation, etc.).
- * Support the overall implementation of the Say Yes program as directed and adhere to the Say Yes grant guidelines.
- * Make student referrals to internal or external support and wrap around services to ensure student
- * Assist students with completing graduation paperwork.
- * Assist students in completing transfer paperwork for four-year colleges or universities.
- * Attends staff meetings, may attend professional conferences or in-service training;

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- * Participate in all designated training and professional growth activities, as requested.
- * Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Strong interpersonal and communication skills, both orally and in writing; Experience working with people of diverse cultures; previous work in the case management of students; understanding of student development theory and best practice in student success and retention; ability to work collaboratively and effectively across colleges and programs.

MINIMUM QUALIFICATIONS:

Associate's Degree required, with 4 to 5 years of progressively responsible and relevant experience working with underrepresented students in higher education.

PREFERRED QUALIFICATIONS:

Bachelor's degree in student affairs preferred.

Contact Human Resources at (716) 851-1840 with any questions.

Our mission to offer quality education includes exposing our students to a diverse range of cultures, experiences and expertise. At SUNY Erie Community College, we value diversity and encourage applicants from all backgrounds to apply.

Notice of Non-Discrimination

SUNY Erie Community College does not discriminate in admission, employment, or in the administration of any of its policies and programs on the basis of race, color, religion, national origin, age, sex, gender, gender expression, gender identity, pregnancy, disability, sexual orientation, familial status, military status, domestic violence victim status, predisposing genetic characteristics, veteran status, criminal conviction, or any other characteristics protected by law. This applies to all students, applicants or other members of the College community (including, but not limited to, vendors and visitors). Grievance procedures are available to interested persons by contacting the Civil Rights Compliance Officer listed below. Retaliation against a person who files a complaint, serves as a witness, or assists or participates in the investigation of a complaint in any manner is strictly prohibited.

The following individual has been designated to handle inquiries regarding the College's non-discrimination policies:



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Civil Rights Compliance Officer
Tracy Archie, Chief Diversity Officer
Office of Equity and Diversity
City Campus, Room 174, 121 Ellicott Street
Buffalo, NY 14203
(716) 851-1118

For further information on notice of non-discrimination, please contact:
New York Office
United States Department of Education
Office for Civil Rights, 32 Old Slip 26th Floor,
New York, N.Y., 10005-25010;
Tel (646) 428-3800; Email: <mailto:OCR.NewYork@ed.gov>OCR.NewYork@ed.gov.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact