



| | |
|--|---------------------------------------|
| Job Description: Position Title | Case Manager |
| Report To | Betsy Ames – Executive Director |
| Salary or Hourly | Hourly |
| Full Time = 40 hrs / Part Time = 20 hrs | Full Time or Part Time |
| October 2024 | Remote Position, with minimal travel. |

| Position Summary | |
|--|--|
| <p>The Case Manager, in close cooperation with the Executive Director and the Technical Director through virtual Teams meetings, provides the needs assessment screenings for applicants to our Mentorship Program, case management (aka Success Coaching) for program participants, and coordinates program logistics to ensure successful program completion and job placement.</p> <p>Additional responsibilities include:</p> <ul style="list-style-type: none"> tracking key data and metrics needed for grant reporting for at least 6 months post-training; serving as a conduit of information among the diverse stakeholders of our Mentorship Program; participation in strategic planning for program development and expansion. | |

| % Of Time | Essential Duties and Responsibilities |
|------------------|--|
| 25% | <p>Program Planning / Organization:</p> <ul style="list-style-type: none"> Coordinate program logistics with program, mentor and employer partners. Tracking of program documentation and data needed for grant reporting. Establish timelines and organize workflow. |
| 60% | <p>Program Execution:</p> <ul style="list-style-type: none"> Participate in recruitment and outreach as needed. Conduct the candidate needs assessments / intake process, assist in participant selection. Provide weekly “Success Coaching” (i.e. Case Management) for selected participants. Identify barriers and secure resources needed to enhance program participation / success. Coordinate a “Career Mentor” for each student. Coordinate on-site logistics for “hands on” activities with employers (no travel required). Manage student progress to ensure timely completion of all program requirements. Coordinate job-placement and support candidate retention for at least 6 months. Ongoing, consistent communication and updates with all key program stakeholders. |
| 15% | <p>Meeting Participation:</p> <ul style="list-style-type: none"> Participate in staff meetings regularly. Provide project planning, progress, workflow and execution updates for grant reporting. Participate 2-3 times each year in MA-based grant-related events (travel required). |

| Job Qualifications |
|---|
| Education: Bachelor's degree or relevant experience in a related field, MSW preferred |
| Experience: Prior needs assessment / case management experience required; grant reporting experience preferred. |
| <p>Other Job Knowledge, Skills, Abilities or Certifications:</p> <ul style="list-style-type: none"> Solid knowledge of MA-based wrap-around support services and agencies. Strong outreach/advocacy skills. Cultural sensitivity and comfort working with diverse populations. Ability to build relationships with students, mentors and employers, and to communicate effectively. Self-starter, able to prioritize various tasks, manage multiple timelines, rapidly adapt to unexpected situations. Computer literacy and working knowledge of Microsoft Office Suite, Teams, Outlook and Slack. |
| Physical Requirements |
| <ul style="list-style-type: none"> Sitting and computer work for extended periods of time. |

The Northeast Home Energy Rating System Alliance is an equal opportunity employer. We respect and seek to empower each individual to share the unique gifts that only they can bring into the world and support the diverse cultures, perspectives, skills and experiences within our workforce.

To apply, a cover letter and resume are required, please email both to Betsy at betsy@nehers.org by November 1st at 5PM Eastern. We appreciate all applications, but only selected candidates will be contacted for an interview.