



Job Title:	Case Manager
Report To:	Betsy Ames – Executive Director
Salary or Hourly:	Hourly (Non-exempt)
Full-Time/Part-Time:	Full-Time (40 hours/week)
Location:	Remote Position, with minimal travel.

Position Summary
The Case Manager works closely with the Executive Director and Technical Director via virtual Teams meetings to support participants in our Mentorship Program. Key responsibilities include conducting needs assessments for applicants, providing ongoing case management (also known as Success Coaching), and coordinating wrap-around services to ensure successful program completion and job placement. Additional responsibilities include: - Tracking key data and metrics for grant reporting for at least six months post-training. - Serving as a central point of communication among diverse program stakeholders. - Contributing to strategic planning for program development and expansion.

% Of Time	Essential Duties and Responsibilities
25%	Program Planning / Organization: - Coordinate wrap around services with student, program participants and employer partners. - Track & report program documentation and data needed for grant reporting. - Establish timelines and organize workflow.
60%	Program Execution: - Support recruitment and outreach efforts as needed. - Conduct candidate assessments and intake; assist with participant selection. - Provide weekly Success Coaching and coordinate Career Mentors for students. - Identify barriers, secure resources, and organize logistics for hands-on activities. - Monitor progress to ensure timely completion of program requirements. - Coordinate job placement and retention support for at least six months, including support groups. - Maintain clear communication and regular updates with all program stakeholders.
15%	Meeting Participation: - Participate in regular staff meetings. - Provide project planning, progress, workflow and execution updates, as needed. - Participate 2-3 times each year in MA-based events (travel required).

Job Qualifications
Education: Bachelor's degree or relevant experience in a related field required; MSW preferred
Experience: Needs assessment / case management experience required; grant reporting experience and GPS training preferred.
Other Job Knowledge, Skills, Abilities or Certifications: - Strong knowledge of Massachusetts-based wrap-around support services and agencies, with excellent outreach and advocacy skills. - Demonstrated cultural sensitivity and ability to work effectively with diverse populations. - Proven ability to build relationships with students, mentors, and employers, and communicate clearly and professionally. - Highly organized self-starter with the ability to prioritize tasks, manage multiple timelines, track progress, and adapt quickly to changing situations. - Proficient in Microsoft Office Suite, Teams, Outlook, and Slack, with solid computer literacy.
Physical Requirements
Sitting and computer work for extended periods of time.

This is a fully remote position. The successful candidate will be responsible for setting up and maintaining an organized home office environment. This role requires a proactive, self-motivated individual who can work independently and consistently meet expectations without direct supervision. 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, application and resume are required. Please kindly include your name and date of submission in the title of each document and email all three to Betsy at betsy@nehers.org by 5pm Eastern on January 5th.