



Workforce Development Case Manager

Be part of a dynamic and growing team that is helping underemployed New Yorkers find career opportunities in the construction industry. Building Skills NY (BSNY) is a Not for Profit that works with developers, general contractors, subcontractors, and community-based organizations to link NYC residents to construction jobs throughout NYC. Our mission is to provide stable employment and career track skills training opportunities for NYC residents interested in construction. The Workforce Development Case Manager will work collaboratively with BSNY's employment and training staff to broaden BSNY's overall programmatic impact helping historically underemployed New York City residents gain the skills and certifications necessary to enter and advance in the construction industry. The Workforce Development Case Manager will report directly to BSNY's Executive Director.

Primary Responsibilities

Employment Program

- Build up a pro-active job retention system and work with BSNY Employment Program to refine BSNY's current job retention support system.
- Pre-screen participants to assess construction job readiness.
- Maintain weekly and monthly contact with participants employed with BSNY's employer network. Provide job coaching and mentoring support. Know when a job is ending to maximize job re-placement efforts.
- Ensure timely follow up and excellent customer service to participants, including appropriate referrals to other critical services, like childcare, housing, and mental health services.
- Distribute retention incentives to eligible participants.
- Provide employment intervention when needed, aggressive and supportive counseling to strengthen participants ability to maintain employment.
- For participants interested in a construction career pathway identify opportunities in BSNY's construction skills training program.
- Assist in completing and submitting employee verification forms.
- Prepare, review, update and analyze retention reports in Salesforce and Excel. Update progress notes in Salesforce during and after each meeting with participants.
- Meet performance expectations and provide analytical and well documented retention reports to BSNY Executive Director.
- Occasional attendance at early morning recruitment sessions.

Training Program

- Work with BSNY Training Program to refine BSNY's trainee case management support system.
- Regularly check in with training participants and provide case management and career coaching support. Maintain accurate and up to date member records in Salesforce updating progress notes consistently and in real time.
- 1-2 evenings a week required at training facility to support instructor and trainees, verify employment/attendance, and obtain program documentation.



Skills and Qualifications

- Approach work with a customer-focused commitment with smart and innovative approaches to overcome employment and training challenges.
- Ability to work quickly with a “time is of the essence” attitude.
- Able to work well with marginalized populations including long-term unemployed community members. You are also able to work with individuals in a culturally sensitive, empathetic manner.
- 1-2 evenings a week required.
- Be a team player.
- Bachelor’s degree in counseling, case management, recruiting, or other related field and 3-5 years of job-related experience preferably in workforce or similar services. MSW or Master’s degree preferred.
- Excellent verbal and written communication skills.
- Comfortable using a computer. Proficiency with Salesforce and Microsoft Office Suite a plus.
- Ability to communicate well with a diverse group of jobseekers, instructors, and training organizations, both orally and in writing, is essential.
- This is a hybrid position, working out of BSNY’s midtown location 2-3 days weekly.

Compensation & Benefits:

This is a full-time position. The salary range is \$60,000 to \$70,000 and is commensurate with experience. Building Skills NY offers a comprehensive benefit package including medical, dental, vision, and 403b plan. BSNY follows New York City and State guidelines on COVID-19 vaccination and masking. Apart from an approved exemption/accommodation, all staff must be fully vaccinated, and provide proof of vaccination.

BSNY is an Equal Opportunity Employer and does not discriminate against applicants based on race, religion, color, disability, medical condition, legally protected genetic information, national origin, gender, sexual orientation, marital status, gender identity or expression, sex (including pregnancy, childbirth or related medical conditions), age, veteran status or other legally protected characteristics.

To apply:

Please send a resume and cover letter via email to dmeade@buildingskillsny.org. Please include Workforce Development Case Manager in the subject line.