DESE Educational Case Manager (Adult Community Learning Center) - Open Pool - (Part-Time)

**About Quinsigamond Community College:**

Quinsigamond Community College (QCC), the largest community college in Central Massachusetts serving over 13,000 students in degree and certificate programs, adult education and workforce development. QCC offers over 70 associate degree and certificate career options in Business, Health Care, Technology, Liberal Arts, and Human Services. Additionally, over 137 credit and 300 noncredit courses are offered online, as well as a wide variety of classroom non-credit courses, workshops, and seminars. Classes are provided on the main campus, in downtown Worcester (Healthcare, Workforce Development, Continuing Education), at the Worcester Senior Center (Hospitality & Recreation Management), at Burncoat High School (Automotive Technology), and in the city of Southbridge.

QCC is committed to 100% student success as evidenced by its ambitious [strategic plan](https://www.qcc.edu/office-institutional-research-and-planning).

This commitment is furthered by a college-wide Equity Appraisal-currently underway-designed to assist the College to better serve students who have historically been underserved and underrepresented in higher education.

QCC is especially interested in candidates who, through their research, teaching, and/or services, will contribute to the diversity and excellence of the college academic community.

**Job Description:**

General Statement of Responsibilities:

The DESE Educational Case Manager is responsible for counseling, orientation, referrals, follow-up, and transition/next steps for the Adult Community Learning Center program participants.

Supervision Received:

Reports directly to the DESE Program Coordinator of the Adult Community Learning Center.

Duties and Responsibilities:

1. Develop career pathways that allow students to make informed decisions regarding postsecondary education, training, and/or employment.
2. Assist students with setting realistic timelines for achieving their goals and outline the educational steps that the student needs to take to achieve these goals in an Individual Education and Career Plan.
3. Meet with students to help them transition into and retain them in our program.
4. Partner with instructors to counsel students through level changes, and other issues that may arise in the classroom.
5. 5.Provide workshops, speakers, and service information.
6. Monitor students' progress and attendance to identify "at risk" students. Identify the barriers to participation by referring students to outside social service agencies.
7. Refer students to other relevant educational or workplace programs.
8. Collaborate among Educational Case Managers and instructors to create a culture of self-efficacy and persistence.
9. Identify potential employment opportunities for qualified students.
10. Follow up on students who have left the program, recording relevant information.
11. Maintain confidential records and electronic advising notes.
12. Attend relevant workshops and training.
13. Actively support the teaching and learning process; practicing honesty and integrity in and out of the classroom; strive to create and support a student-centered environment while fostering academic innovation and excellence.
14. Work actively with other areas of the college to ensure a spirit of college wide collaboration, collegiality, civility, and teamwork. Respect the function of dissent in an academic institution while advancing a collegial atmosphere of campus collaboration.
15. Embrace the ideals of diversity and inclusiveness and support the equal rights of all people by advancing the understanding and appreciation of differences including age, race, gender, ability, religious convictions, socio-economic status, ethnic heritage, or sexual orientation.
16. Provide flexible, responsive and high quality service to all, be they students, community, or staff, and continuously assess processes and procedures and revise accordingly.
17. Perform other duties as assigned.

**Requirements:**

Minimum Qualifications:

1. Bachelor's Degree in Counseling, Education, or related field.
2. Ability to maintain a high degree of confidentiality
3. Experience working with people with disabilities and familiarity with the ADA Act.
4. Experience working with individuals from diverse ethnic, racial, and linguistic groups.
5. Excellent organization and communication skills.
6. Excellent computer skills.

Preferred Qualifications:

1. Master's Degree in Counseling, Education, or a related field.
2. Experience in the QCC/ABE Program.
3. Bilingual.

**Additional Information:**

Diversity, inclusion, and equity are core values at Quinsigamond Community College. We are passionate about building and sustaining an inclusive, respectful, and equitable environment for all students, staff, and faculty. Every member on our college campus enriches our diversity. We support inclusion and are dedicated to ensuring equity in access to opportunities.

Quinsigamond Community College is an equal opportunity/affirmative action employer.

For addition information on COVID19, please visit: <https://www.qcc.edu/HealthySafeCampus>

**Application Instructions:**

This is a grant-funded position. Starting rate of $31.00 per hour. Minimum 10 hours per week, which includes instructional and preparation hours. Weekly and monthly meetings are in addition. No benefits apply.

Visit our Web Site at [www.qcc.edu/human-resources](http://www.qcc.edu/human-resources) for information about our college.

All applicants must apply online by submitting:

* Cover Letter
* Resume

Successful applicants will be required to complete a Criminal Offender Record Information (CORI/SORI) request.

Quinsigamond Community College only accepts application materials through our online application system. We are unable to accept application materials through mail, email, fax, or hand delivery. If you don't have access to a computer, please visit the Human Resources Office Monday-Friday from 8:30am-4:30pm.

Quinsigamond Community College strives to make the application process and interview process accessible for all applicants, but understands that applicants may still encounter barriers due to technology, language, or ability. If we can make the process any more accessible for you, contact Human Resources at 508-854-2883 or humanresources@qcc.mass.edu.

Members of underrepresented groups, minorities, women, veterans, persons with disabilities, and all persons committed to diversity and inclusive excellence are strongly encouraged to apply.

## [APPLY NOW](https://qcc.interviewexchange.com/candapply.jsp?JOBID=150938" \l "pageTop)