



**Carver has an immediate need for a Bilingual WDAY/WIOA Case Manager
in our Youth Workforce Development department.**

Position Specific Duties/Responsibilities:

Participant Recruitment, Enrollment & Assessment

- Conduct targeted outreach across Westchester County to identify and recruit eligible out-of-school youth (ages 16–24).
- Verify participant eligibility in accordance with WIOA guidelines and maintain compliance documentation.
- Complete intake assessments and bootcamp to identify academic levels, career interests, work readiness skills, and potential barriers.
- Develop and maintain Individual Service Strategies (ISS) tailored to each participant’s goals and needs.

Case Management & Support Services

- Provide consistent, individualized case management through one-on-one meetings, check-ins, and coaching.
- Connect participants with supportive services, including childcare, housing, transportation, legal aid, and health/mental health resources.
- Monitor and document progress toward educational, training, and employment milestones.
- Support youth in overcoming barriers and encourage accountability toward personal and career goals.

Career Readiness & Workforce Development

- Facilitate workshops and one-on-one coaching sessions focused on career exploration, job readiness, financial literacy, and soft skills development.
- Place participants in internships, on-the-job training, and subsidized work experiences that align with career interests.
- Partner with employers, schools, and training providers to secure opportunities for participants.
- Track and distribute stipends tied to successful completion of milestones such as training modules, credential attainment, or work readiness achievements.

Educational & Vocational Support

- Support youth in re-engaging with GED/high school equivalency programs, vocational training, apprenticeships, or post-secondary education.
- Collaborate with training providers and educational institutions to ensure youth progress and completion.
- Assist participants with applications, enrollment, and transition into higher education or training programs.

Program Compliance & Reporting

- Maintain detailed and accurate documentation of all services, progress, and outcomes in case management systems (Bonterra and OSOS – One Stop Operating System).
- Ensure participant files meet WIOA regulatory requirements and are prepared for monitoring or audits.
- Track performance measures, including credential attainment, literacy/numeracy gains, and job placement/retention.
- Prepare monthly and quarterly reports for program leadership and funders.

Collaboration & Community Partnerships

- Build and maintain strong relationships with community organizations, schools, employers, and workforce partners.
- Represent Carver Center at workforce development meetings, youth service networks, and partner events.
- Collaborate with Carver Center's internal departments to ensure youth have access to wraparound services.
- Actively contribute to a positive, team-oriented culture within the Workforce Development & Youth Services department.
- At the request of the Senior Director of Programs and/or Chief Program Officer, generate reports as required.
- Perform other duties as assigned.

Schedule:

- Monday – Friday 9:30am – 5:30pm
- Some evenings and weekends may be required.

Position Qualifications:

- Associate's degree in Social Work, Human Services, Counseling, Education, or related field, Bachelor's degree preferred.
- At least 2 years of experience working with youth, young adults, or vulnerable populations; workforce development experience strongly preferred.
- Knowledge of WIOA guidelines and/or case management in federally funded programs is a plus.
- Strong organizational, communication, and interpersonal skills.
- Ability to build rapport with young people, motivate participants, and hold them accountable to their goals.
- Proficiency in Microsoft Office Suite and case management databases (Bonterra – Apricot 360 and OSOS – One Stop Operating System, experience a plus).
- Ability to communicate clearly and effectively, verbally and in writing.
- Flexibility, with the ability to adapt to changing circumstances.
- Bilingual (English/Spanish), required
- Must be able to travel within Westchester County for outreach, partner meetings, and participant support.
- Must be able to interact with persons having mental health issues, periods of instability (i.e. lack of shelter, food, clothing or support), recently released from an institution (i.e. hospital, prison), limited comprehension and/or ability to manage through complex scenarios

Position Overview: The WDAY/WIOA Case Manager will serve as a mentor, advocate, and resource for out-of-school youth across Westchester County. This position requires a dedicated professional who can balance direct service, compliance with federal and state program requirements, and relationship-building with participants, families, and community partners.

The Case Manager will provide intensive case management services—including assessment, goal-setting, career planning, and barrier reduction—while coordinating educational, vocational, and employment opportunities. The Case Manager ensures youth meet program benchmarks, access supportive services, and move successfully into long-term education, training, or employment pathways.

Physical Demands: Must be able to drive a 15-passenger motor vehicle and carry up to 20 lbs

About us: The Port Chester Carver Center helps our community thrive through programs that nourish, educate, and empower. Founded in 1943, Carver Center began as a small storefront daycare program for African American children whose parents worked in wartime defense plants. The Carver Center grew to be a small food pantry and childcare program that operated out of a rented synagogue basement for over 50 years. In 2000, Carver Center moved to our current location—a 50,000 square foot building that features classrooms, multi-use rooms, a 25-yard heated indoor pool, saunas, a full-court gymnasium, movement studio, a fully equipped kitchen, tech lab, food market, and a STEAM makerspace. Informally known as the heart of the community, Carver Center’s programs and services meet the holistic needs of people at every stage of life. Carver Center’s programs address food insecurity; childcare; out-of-school-time enrichment; youth development; services to support immigrants (citizenship classes); programs for senior citizens; aquatics and more.

The Carver Center is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate based on race, creed, color, religion, marital status, familial status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, gender, sexual orientation, gender identity or expression, predisposing genetic characteristics veteran status, domestic violence victim status, or any other status protected under federal, state, or local law. Carver Center employment policy requires the completion of a full background check prior to hiring, as well as references.

Rate: \$22.50- \$24/hour, commensurate with experience, or annual range. Medical, dental & vision benefits available, group term life, long disability, accidental death and dismemberment coverage, 401k retirement plan, paid time off.

How to Apply: Email résumé, optional cover letter to Karina Lehan at KLehan@CarverCenter.org

PORT CHESTER CARVER CENTER
400 Westchester Avenue, Port Chester, NY 10573