



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

Position Overview:

The Bilingual WDAY/WIOA Case Manager works directly with out-of-school youth and young adults ages 16–24 as they prepare for their next step in education, training, or employment. The Case Manager guides each participant from enrollment through career readiness and ultimately into a post-secondary pathway that fits their individual goals. Pathways may include employment, vocational/occupational skills training, apprenticeships, GED/HSE programs, or college.

Position Specific Duties/Responsibilities:

- Verify participant eligibility per WIOA guidelines and complete all enrollment paperwork, assessments, and required documentation.
- Get to know each participant's interests, strengths, needs, and barriers; develop and maintain an Individual Service Strategy (ISS) based on their goals.
- Conduct outreach and assist with recruitment of eligible out-of-school youth ages 16–24 throughout Westchester County.
- Guide participants through WDAY's Career Readiness Bootcamp including resume writing, interview prep, workplace professionalism, financial literacy, and job search skills, through one-on-one and small-group sessions.
- Assist participants with job searches, applications, resumes, interview preparation, and employment readiness; help identify realistic opportunities and support them through hiring, onboarding, and post-employment retention.
- Help participants explore vocational training, credential programs, apprenticeships, GED/HSE programs, and college, assisting with applications, registration, and enrollment, and maintaining communication with training providers.
- Build consistent, trusting relationships with participants through regular one-on-one meetings, check-ins, and coaching; identify barriers and connect participants to supportive services (childcare, housing, transportation, food, legal, health/mental health) as needed.
- Maintain accurate, timely documentation of participant services, progress, and outcomes in Bonterra/Apricot 360 and OSOS, ensuring files meet grant requirements for monitoring and audits.
- Track required program outcomes (credential attainment, measurable skill gains, employment placement and retention) and complete required follow-up, milestone tracking, and monthly/quarterly/funder reporting.
- Develop and maintain relationships with employers, training providers, educational institutions, and community organizations; represent Carver Center at workforce development and outreach events.
- Collaborate with other Carver Center programs to connect youth with available resources
- Perform other duties as assigned by the Senior Director of Programs and/or Chief Program Officer.

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.
- Minimum of 2 years of experience working with youth, young adults, or populations experiencing barriers to education or employment. Demonstrated ability to build rapport and meaningful relationships with youth and young adults ages 16–24. Workforce development, WIOA, or federally funded program experience preferred but not required.
- Strong organizational, communication, interpersonal, problem solving, and resource-navigation skills. Ability to communicate clearly and effectively, verbally and in writing.
- Proficiency with Microsoft Office; experience with case management databases such as Bonterra/Apricot 360 and OSOS is a plus.
- Bilingual English/Spanish required.
- Must be able and willing to travel throughout Westchester County for participant support, outreach, meetings, and partner visits.
- 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

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: \$25-29/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
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