JOB DESCRIPTION:

JOB TITLE: Transformational Coach/Case Manager – Young Adult Training and Employment Network

REPORTS TO: Deputy Director of Skills Training + Direct Employment Program Manager

Job Summary:

St. Nicks Alliance Workforce Development Center/Young Adult Training and Employment Network will offer its in-school and out-of-school participants access to the on-site services of a Transformational Coach/Case Manager. It has been our experience that having qualified and experienced staff to assist our participants overcome barriers that are specific to individual needs is a vital component to overall program and participant success. The Transformational Coach/Case Manager will meet with each of our participants to assess their individual needs and assist in gathering internal or external resources when necessary.

A key innovation in St. Nicks Alliance Workforce Development Center/Young Adult Training and Employment Network is the provision of Transformational Coaching, intensive 1-1 support for youth who face multiple challenges and barriers to sustain employment over time. The Transformational Coach/Case Manager will guide participants through all stages of the program (enrollment/intake, soft skills, skills training, internships (if applicable) / employment and program follow-up) to enable them to maintain positive behaviors and meet deliverable/goals. They will provide support and direction that help participants overcome obstacles and develop skills to do so independently in the future.

This role will support Young Adult Anti-Gun Violence initiatives and will present at local community events including evenings and weekends.

*This is an in person role M-F 9am-5pm.
**Candidates must be fully vaccinated.

Key Responsibilities:

- Manage and inspire an active caseload of up to 75 young adults per year (35 participants through Green Construction Training, Urban Greenscaping Training + others young adult training areas if/when they become available and 40 participants through workplace success job readiness / employment services)
- Assist with the development and facilitation of workplace success workshops for young adults
- Develop individualized Career Plans and monitor/inspire clients to reach goals and program milestones
- Take an active role in supporting participants as they transition from services to employment
• Cultivate and make internal and/or external referrals for services (such as mental health, domestic violence, housing, etc) as needed and provide regular follow-up
• Determine participant eligibility for workforce / training services through intake and individual and group assessment processes
• Work closely with both the Deputy Director of Skills Training and the Deputy Director of Employment to review client progress, challenges and outcomes
• Monitor participant attendance and performance in all program activities
• Attend case reviews, employment/retention reviews and other necessary meetings on a regular basis
• Drive community outreach events and recruitment efforts to ensure that our program is outreaching to a minimum of 150 youth per contract year.
• Attend Evening and Weekend Community events that support local recruitment for young adult programming.
• Work within and navigate our funder database system (OUTCOMES) as well as our internal database system (ETO – Employment to Outcomes) to ensure the maintenance of case notes/records in accordance with program standards
• Manage a retention / follow-up case load of up to 35 young adults per year
• Work to build relationships with local High Schools and reinforce relationships with our active partner High Schools to help bridge graduates who are not immediately college bound into our training programs
• Act as the primary liaison between St. Nicks Alliance’s assigned T2C (Transfer to Career) High Schools to ensure that all relevant partnership activities (Career Exploration Week, Career Fairs, regular student engagement) are scheduled and delivered
• Other duties/task may be assigned as needed.

Qualifications:
• Bachelor’s degree in Counseling, Education, or other related field and 3-5 years of job-related experience preferably in workforce, youth or similar services (Master’s Degree Preferred)
• Experience working with Young Adults Ages 16-24
• Ability to build strong and lasting relationships with youth and staff
• Strong sense of time-management and ability to meet funder deadlines and milestones
• Case Management experience in a Non-Profit, Social Services, Youth Services, Workforce Development or related environment
• Minimum of 6 month of Workshop Facilitation for Instructional and/or Workplace Success Job Readiness/Essential Skills Training
• Online Workshop and Training Facilitation experience
• Ability to come into the office 5 days a week (M-F) to support Young Adult Programming
• Available to attend community events on evenings and Saturdays as needed.
• Excellent organizational and interpersonal skills
• Strong communication, data entry, writing and time management skills
• Database experience strongly preferred
• Knowledge of community resources and counseling with youth and high risk populations
• Ability to motivate young adults towards achieving goals
• Ability to work independently with strong sense of focus
• Ability to be non-judgmental and hold a clear sense of boundaries
• Ability to collaborate with the Skills Training and Workforce Development team
• Strong sense of and respect for confidentiality involving clients and fellow employees
• Ability to work with culturally-diverse individuals
• Bilingual English/Spanish is a Plus
• Must be available to work in person M-F 9am-5pm and some weekends/evening as needed.
• Must be fully vaccinated and show proof of vaccination.

This position is competitive in salary and includes benefits after a probationary period.

How to apply

Please submit a thoughtful cover letter and resume to snaworkforcehr@stnicksalliance.org with Transformational Coach/Case Manager in the subject line. Visit www.stnicksalliance.org to learn more about the organization. Please no phone calls.

St Nicks Alliance is an Equal Opportunity Employer.