College and Community Fellowship

Employment Opportunity: Uplift Mentoring Manager

College & Community Fellowship (CCF) enables women with criminal convictions to earn their college degrees so that they, their families, and their communities can thrive. We advocate for equity and opportunity for the communities we serve.

For 20 years, CCF has worked at the intersection of racial equity, criminal legal reform, economic justice, and community building. We are one of the first organizations to focus on access to higher education for justice-involved women. CCF’s programs address individual, institutional, and systemic change through our three main program areas:

- College & Career;
- Policy & Advocacy;
- THRIVE Technical Assistance

At CCF, we believe that women with criminal legal involvement should have equal access to the opportunities that will help them realize their dreams. Our College & Career Programs provide the long-term support women with criminal justice involvement need to complete their college degrees and begin on a pathway to a meaningful career.

The intent of this job description is to provide a representative summary of the essential functions that will be required of the position and should not be construed as a declaration of specific duties and responsibilities of any particular position.

**Job Title:** Uplift Mentoring Manager

**Status:** Full-time, Non-exempt

**Location:** Hybrid. Remote 3 days per week, in office 2 days per week: 475 Riverside Drive, Suite 1626, New York, NY 10115

**Hours:** Monday-Friday, 9:00 AM-5:00 PM, occasional late evenings and weekend

**Supervisor:** Associate Director, Academic Services

**Supervises:** No direct reports

**Start Date:** January 3, 2022

**Application:** Email resume and cover letter, including salary requirements, to jobs@collegeandcommunity.org (include job title in the subject line)

**General Functions**
The Uplift Mentoring Manager (UMM) manages the delivery of CCF’s community-based, peer mentoring program via program planning and management, curriculum development and facilitation. In addition, UMM provides along with providing one-on-one academic counseling support to mentees who are co-enrolled in the Academic Support Program or in the process of enrolling in college. They work actively with students to promote their academic success, with a broad understanding of their social, economic and cultural contexts and general needs. The UMM’s hybrid role will help drive the integration of CCF’s academic service programs, and will be responsible for both building the infrastructures needed for effective collaboration across teams as well streamlining participants supports.

**Uplift Mentoring Duties and Responsibilities:**

1. Manage a caseload of mentoring matches throughout their engagement with CCF, from recruitment and screening, to onboarding and matching, to ongoing support and supervision, including at least one 1-on-1 check-in each month, as well as ongoing responsiveness to participant questions and concerns
2. Review and adapt existing curriculum to align with updated program structure, cohort goals, staff input, and relevant evidence-based research
3. Lead weekly Uplift Mentoring team meeting, setting agenda, driving initiatives, and fostering transparency and collaboration across the team and other direct-service programs
4. Design and facilitate curriculum-based workshops that equip mentees with the information, skills and tools needed to develop and implement individualized career and educational action plans
5. Collaborate with ADAS and manage Uplift Mentor Facilitator to develop and deliver monthly group mentoring sessions that promote relationship development and support mentee goal development and achievement
6. Establish relationships, develop work and communication flows and schedule case conferences with ASP staff to strengthen quality and effectiveness of service delivery
7. Coordinate workshop staffing, participant attendance, participant follow-up of specific needs/referrals, and student evaluations
8. Coordinate quality improvement activities, including but not limited to regular reporting and review of data, service delivery observation, and participant satisfaction surveys
9. Provide ongoing support and supervision to mentors and mentees, including at least one 1-on-1 check-in each month, as well as ongoing responsiveness to participant questions and concerns
10. Utilize Career and Education Action Plans and weekly Salesforce reports including data submitted by mentors, mentees, and staff, to guide your support; ensure match quality; and monitor interaction and reporting requirements
11. Meet program reporting requirements, including but not limited to documentation of student engagement and performance; program metrics & evaluation data; resource/information management, and curriculum development
12. Collect, record, and securely maintain participant data in accordance with program standards
13. Other duties as assigned.

**Academic Counseling Duties and Responsibilities:**

1. Provides academic counseling, financial aid counseling, and referral counseling to students.
2. Responsible for meeting goals set forth by contract obligations.
3. In collaboration with the Community Engagement Coordinator assures that proper forms are completed and orientation given upon intake.
4. Meets with individual participants to determine ongoing eligibility.
5. Establishes contacts and interfaces as needed with support staff from various college offices and partner organizations to support student needs;
6. Coordinates with community programs and services.
7. Makes appropriate student referrals; with a strong focus on college prep programs.
8. Works with data management staff to assure that student information is properly entered into data management systems and prepares reports as needed.
9. Collaborates with staff to develop special student service/information activities, e.g. career day, health awareness, etc.
10. Observes established security measures regarding access to confidential records;
11. Participates in technical staff training.
12. Manages financial support disbursement for student caseload including scholarships, emergency funds, transportation, books, school supplies, and tutoring.
13. On occasion performs the work of another specialty positions when necessary
14. Cooperates with other staff in planning and implementing special events
15. Stays informed on the public higher education landscape on the local, state and federal levels.

**Minimum Requirements:**

A Bachelors’ Degree in counseling or a directly related field of study from an accredited institution, and appropriate certification of specialization, and no fewer than three (3) years experience of related work and possession of the core competencies determined to be required at the time of hire. Individuals who have not yet achieved a bachelor's degree will be considered based on experience. Familiarity with the criminal legal system or working with justice-involved individuals highly appreciated.

**Core Competencies:**

1. Requires good writing skills.
2. Requires good communication skills.
3. Requires cultural competency.
4. Requires willingness to work/travel some evenings and weekends (rare).
5. Requires willingness to be in the field as needed.
6. Should be able to represent the issues of CCF at the grassroots level.
7. Working knowledge of an information, learning, counseling or coaching specialty as evidenced by study, training, or certifications; and by prior instructional, counseling, or technical experience;
8. Ability to maintain confidentiality of student records, as appropriate;
9. Ability to convey simple to somewhat complex concepts and processes to students,
10. Ability to work under deadlines, with changing priorities;
11. Ability to respond calmly to emergencies and to fashion solutions to student, administrative, or technical problems; ability to seek assistance when needed;
12. Ability to establish community networks and deal effectively with community groups;
13. Ability to write clearly and produce/edit accurate, well-organized, and understandable reports;
14. Ability to learn pertinent federal, state, and local laws and regulations governing the area of specialization;
15. Knowledge of major computer software, or software of equivalent complexity, used in the learning/counseling environment or in technical support of the project;
16. Ability to communicate effectively; ability to listen and respond to the concerns/ideas of others;
17. Ability to work on a team, as well as work independently.

**Salary Range:** Competitive with similar positions in the field and commensurate with experience

**Benefits:** Comprehensive benefits package

**NOTE:** CCF employees are subject to requirements imposed by funders. One such requirement is that, as of November 1, 2021, all staff, funded fully or in part by the City of New York, are required to be vaccinated against COVID-19 or request a reasonable accommodation, available in limited circumstances. For consistency across its workforce and promotion of a safe work environment, this and related requirements are applied universally among staff regardless of funding sources. As a condition of employment, all staff must either provide CCF with proof of full COVID-19 vaccination or request and receive an accommodation for exemption from vaccination, which is limited to medical or sincerely held religious belief. If such an accommodation is provided, the exempted employee must obtain weekly COVID-19 PCR tests.
CCF encourages applications from individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, veteran status, and record of arrest or conviction. CCF is an equal opportunity employer.