Scholar Program Coordinator

Job Title: Scholar Program Coordinator

Reports to: College and Career Success Manager

Job Status: Full time (40 hours/week)

Application Deadline: September 13, 2021

Starting: October 18, 2021

About Generation Hope:

Generation Hope's mission is to ensure all student parents have the opportunities to succeed and experience economic mobility by engaging education and policy partners to drive systemic change and providing direct support to teen parents in college and their children through holistic, two-generation programming. To date, we have provided more than $900,000 in tuition assistance, supported more than 200 teen parents in college, and celebrated more than 100 degrees earned through our program. For more information, please visit: www.generationhope.org.

We are one of the “best non-profits in the region.” Read below to learn why.

By joining our team, you will be working for an organization considered "one of the best nonprofits in the Washington, DC region for 2020-2021" by Catalogue of Philanthropy. Not only do we live out and operationalize our values, we have done the work to create a culture where you would want to work. The best part of our organization is the people, from the families we serve to the team we have deliberately cultivated. We strive for excellence while understanding the most valuable asset we have is our people. At Generation Hope, we celebrate diversity in all of its forms, including thought, professional and lived experiences, race, gender - even taste in music. If this sounds like a mission and work environment you would like to contribute to and grow with, we welcome you to continue reading this position description and consider joining our team.

Impact

The Scholar Program Coordinator is responsible for case management and program coordination to ensure Generation Hope Scholars are participating in healthy mentoring relationships and are on track to graduation. The Scholar Program Coordinator also helps with the administrative functioning of the Program team. The Scholar Program Coordinator will have
an external impact in the following ways:

- Providing support to teen parents attending colleges across the D.C. metro area.
- Assisting with the planning of engaging program activities
- Providing program evaluation support and progress reports to ensure Generation Hope is meeting its program goals.
- Supporting the administrative functioning of the program team.
- Ensuring that Scholars have access to tangible support in the form of in-kind donations.

Primary Responsibilities:

Scholar Support:

- Support a caseload of approximately 10-12 Generation Hope Scholars, providing case management including, but not limited to: academic planning; assistance with navigating the college system, such as financial aid and transferring to a 4-year school; making referrals for Scholars and assisting them in accessing government and community services; providing emotional support
- Supervise and support mentoring relationships within caseload, including addressing areas of conflict or challenge among Scholars and their mentors (i.e. Sponsors) in a productive, sensitive way that maintains and improves the Scholar/Sponsor relationship.
- Maintain accurate program records in program databases to ensure thorough program evaluation.
- Assist with organizing and planning various program events, such as field trips, social events, and trainings.

Administrative Support:

- Manage all incoming volunteer applications, including holding onboarding calls with volunteers, explaining volunteer opportunities to prospective volunteers, and entering volunteer information into the appropriate database.
- Manage background checks, including tracking background checks submitted and cleared, following up on any background check discrepancies or issues, communicating with other program staff about background check status of incoming mentors, and maintaining strict confidentiality in regards to sensitive information.
- Match Scholar tutor requests with appropriate tutors and facilitate initial connection; identify alternative sources of support if a tutor cannot be found.
- Research and connect with potential community partners (as requested).
- Draft monthly e-newsletters for Scholars, Sponsors, Resource Families, and alumni.
- As requested, support program staff with research on resources, college policies, etc.
- Post resources to Scholar and Sponsor facebook pages.
- Assist with program database management including data cleanup, ensuring that data is consistent across all databases, etc.
- Assist with recruitment of new Scholars and mentors as needed.
- Support the planning and conducting of virtual events across programs including scheduling, technical support, note taking, and pre/post emails.
• Support tuition payment and other processes to ensure smooth functioning of the program team.

Program Support (once Generation Hope returns to in-person programming):

• Staff our family-friendly study area in our office two evenings per week or one evening and a Saturday or Sunday afternoon per week so that Scholars can study and use computers/printers while children play.
• Attend evening or weekend events such as Family Dinners, trainings, etc, assisting staff with facilitation, logistical support, and coordination as needed.
• Plan and execute at least 2 “Study Halls” per year with childcare volunteers and snacks for Scholars during final exams and track attendance data.
• Work with the Director of Programming to track usage of study area.

In-Kind Donation Support:

• Assist with maintaining an organized storage space and take regular inventory of items in storage and discard items that are expired, not in good condition, no longer useful, etc.
• Manage the Fall and Spring Wishlist and holiday gifts program.
• Work with In-Kind donors to coordinate acceptance and drop-off of items, and to ensure that In-Kind donation forms are completed accurately and in a timely manner.
• While Generation Hope is working in a remote capacity, go into the office periodically to open and put away donations that have been mailed, provide items for Scholars, and manage storage space.

Other:

• Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications, establishing personal networks, and participating in professional societies.
• Other duties as assigned.

WE ARE LOOKING FOR A HARDWORKING, INNOVATIVE, COLLABORATIVE INDIVIDUAL WHO THRIVES IN A FAST PACED ENVIRONMENT. THE SUCCESSFUL CANDIDATE WILL HAVE THESE QUALITIES/QUALIFICATIONS:

• Bachelor’s degree or equivalent combination of education and experience
• At least 1 year experience working with young adults; experience working with teen parents or marginalized youth a plus
• Bilingual (Spanish/English) strongly preferred
• Record-keeping and data entry skills
• Excellent communication skills, especially in facilitating difficult conversations
• Fantastic customer service ethic and high expectations for quality
• Motivated to take initiative and able to work independently as well as with a team
● Committed to racial equity with an understanding of the systemic challenges contributing to poverty
● Willingness to adjust hours to accommodate the needs and schedules of Scholars
● Access to a vehicle to get to sites around the D.C. metro area on a regular basis
● Must be available for periodic special events and trainings, which may occur on evenings and weekends
  ○ Please note that all Generation Hope staff are currently working remotely. In-person programming will begin to resume as it is safe to do so.
● Excellent office and computer skills. Proficiency in Microsoft Office and Google Suites is required.
● Able to establish and maintain cooperative professional relationships with colleagues, donors, volunteers and the public
● Personal qualities of honesty, credibility, and dedication to the mission and values of Generation Hope
● Event planning experience a plus
● Experience facilitating or co-leading workshops/trainings a plus
● Counseling and/or case management experience a plus

CANDIDATES MUST RESIDE IN WASHINGTON, D.C., VIRGINA, OR MARYLAND BEFORE THE EMPLOYMENT START DATE.

SALARY AND BENEFITS:

● Generation Hope provides a competitive salary with full benefits, including 403(b), health, dental, and paid time off.

To apply, please complete the online application. If this link does not work, you can access the application at this URL: https://Generation_Hope.formstack.com/forms/apply_now. Please do not call.

Generation Hope is an equal opportunity employer. Generation Hope will not discriminate on any basis prohibited by law, including marital status, personal appearance, sexual orientation, gender identity or expression, family responsibility, matriculation, political affiliation, race, color, religion, sex (including pregnancy, childbirth, related medical conditions, breastfeeding, or reproductive health decisions), age, national origin, genetic information, veteran status, and disability.