Senior Higher Ed Impact Manager

**Job Title:** Senior Higher Ed Impact Manager

**Reports to:** Director of Learning and Advocacy

**Salary Range:** $80,000 - $90,000

**Starting:** March 2022

**Status:** Full Time (40 hours/week)

**Deadline to Apply:** January 28, 2022

**About Generation Hope:**

Generation Hope is a nonprofit organization with a mission 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 as well as their children through holistic, two-generation programming. To date we have provided nearly $1 million in tuition assistance, supported 275 teen parents in college, celebrated more than 100 degrees earned through our program, and built relationships with 20+ two and four-year institutions around the DC Metro region as well as other institutions across the country. For more information, please visit: [www.generationhope.org](http://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 named "one of the best nonprofits in the Washington, DC region" by the Catalogue for Philanthropy. Not only do we live out and operationalize our values, we have done the work to create a culture that truly supports every member of our staff. 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 that we have is our people. 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, please consider joining our team.

In this role, you will have the opportunity to work with an innovative and emerging National Impact Team that is responsible for stewarding our transformational efforts to improve
higher-ed institutions’ learning environments to better support student parents as they work toward their degrees.

**JOB DESCRIPTION**

The role of the Senior Higher Ed Impact Manager will be to:
- Increase the capacity of and improve the performance of higher-ed leaders and professionals, institutions, and systems that ultimately work to enhance the higher-ed sector.
- Help organizations develop strong technical and adaptive leadership skills to improve the lives of student parents.
- Indirectly support and advocate for the postsecondary success of millions of student parents across the country.

The Senior Higher Ed Impact Manager will support the Director of Learning & Advocacy in implementing and carrying out Generation Hope’s technical assistance program to strengthen the capacity of colleges, universities, education professionals, and higher ed organizations to better serve student parents. The Senior Higher Ed Impact Manager will contribute to framework and module design and facilitation of convenings and workshops and will lead coaching and implementation support for several clients. The Senior Higher Ed Impact Manager must be a dynamic communicator, skilled coach, and energizing leader who is able to bring people together to advance the important work of our National Impact Program.

**RESPONSIBILITIES**

**Training Design and Facilitation**
- In collaboration with the Director of Learning and Advocacy, create and utilize equitable curriculum design and facilitation principles to support the execution of the technical assistance program to achieve intended outcomes.
- Co-design and facilitate highly engaging and thought-provoking virtual and in-person information sessions, orientations, workshops and trainings, as needed, to accomplish our technical assistance goals and provide follow up technical assistance as needed.
- Assist with the preparation of all instructional materials including presentations, handouts, visuals, etc. for each learning session and/or event.
- Deliver targeted technical assistance/coaching to a portfolio of two to four higher-ed institutions at a time and possible short-term consulting to other clients.
- Help to ensure coherence and meaning across the curriculum.
- Revise existing curricula, needs assessments, and evaluation activities, and work collaboratively with all staff and partners to maintain and enhance quality and profile of technical assistance products.
- Assist with gathering, analyzing, and interpreting qualitative and quantitative data in order to support cohort members and clients in making progress on their work plans.
- Maintain up-to-date and accurate documentation of technical assistance work and ensure all reporting requirements are met.

**Community and Client Engagement**
• Serve as one of the “faces” of Generation Hope, facilitating learning experiences during sessions that give leaders context to their learning, increase coherency of the overall program, and reinforce critical messages.
• Establish relationships with prospective clients, funders, and potential partners.
• Develop new business relationships to secure technical assistance clients by participating in networking opportunities, scheduling and participating in business development calls and meetings, etc.
• Deliver excellent customer service to current and prospective clients and continuously look for opportunities to improve our service delivery.
• Conduct pre and post-evaluations and needs assessment for each partner (i.e., work plan) and ongoing support for their implementation plans.
• Provide the communications team with information to support the creation of technical assistance impact stories and other program information as requested.

REQUIRED SKILLS AND KNOWLEDGE:
• Energetic, positive, and passionate about Generation Hope’s mission.
• Bachelor’s degree required; relevant advanced degree highly preferred.
• Minimum of 3 years of experience delivering high quality adult learning/training or organizational development/technical assistance to nonprofits or higher-ed institutions or equivalent experience within a higher ed institution.
• Minimum of 2 years of experience working in one or more of the following areas: executive coaching; organizational development, capacity building, or consulting.
• Demonstrated commitment to and engagement in learning and activities to promote equity, including conversations about race.
• Proven ability to facilitate engaging, challenging, and thought-provoking discussion among diverse audiences, and manage group dynamics both virtually and in person.
• Demonstrated ability to organize, plan, and implement adult learning sessions and activities.
• Working knowledge of the postsecondary landscape.
• Excellent speaking, writing, and editing skills and a demonstrated ability to think strategically.
• Strong interpersonal skills to work collaboratively within Generation Hope as well as with external stakeholders.
• Ability to think creatively, initiate and manage projects, and follow through on plans.
• Evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment.
• Exceptionally detail-oriented, organized, and deadline-driven.
• Proficiency in MS Office Suite required; familiarity with Survey Monkey, G Workspace preferred.

TRAVEL
• This position requires travel for activities such as meetings, classes, and workshops in
and out of the DC Metro area. Must be able to travel (via plane, train, or car) to
attend trainings, conferences, project sites, and related activities.*

- Regular overnight travel is required approximately 40% of the time.*

Salary and Benefits
Generation Hope provides a competitive salary and full benefits, including 403(b), health,
dental, flexible work schedule, and paid time off.

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

*Please note that all Generation Hope staff are currently working remotely in accordance with
the CDC guidelines. Travel will resume when it is safe to do so.

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

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.