JOB DESCRIPTION:

JOB TITLE: Tech Recruitment and Case Specialist

REPORTS TO: Tech Literacy Program Manager

Job Summary:

The Tech Recruitment and Case Specialist candidate will work to support the works to support the Tech Literacy program. The candidate must have excellent organizational and interpersonal skills, and strong writing and computer skills. Must be comfortable using databases and entering case notes. The candidate should have the ability to work with culturally-diverse individuals while maintaining clear boundaries. Ability to motivate others towards achieving goals. Ability to work independently and as part of a team. A strong sense of and respect for confidentiality. Experience in crisis management intervention skills preferred.

The candidate will also help support our growing Technology training including recruiting, screening, developing tech literacy data analytics & IT Help Desk Support internships, and job placements for our credentialed training in Technology. The Tech Recruiter will work closely with the Tech Literacy Manager to ensure that the program selects the best-fit candidates from the local community who have an interest in developing a career pathway in Technology. The training will provide Microsoft Excel Specialist, SQL, Python, Post Gre and Tableau certifications. Graduates of the Data Analytics training will be able to work across sectors providing data analytics and telling the story of the data. This is a full-time position

DUTIES INCLUDE:

CASE MANAGEMENT: ESOL Program (20 Hours)

● Administer one-to-one-assessment interviews for each new participant on the caseload, assessing the participant's education and work history, need for support services, career preferences, and barriers to meeting education outcomes.
● Support a caseload of up to 110 students throughout the year.
● Develop an Individual Educational/Career Plan for each participant.
● Ensure that participant's folders are complete including copies of identification, documents, and case notes.
● Support, monitor, and follow up on participants' attendance in education classes and other related activities.
● Update monthly case notes with any status change including non-compliance with program rules and regulations or dismissal from the program.
● Make appropriate referrals to address barriers
● Lead and facilitate small group counseling/workshops.
● Ensure ETO, Quickbase and other in-house database systems are updated on a weekly basis.
● Develop monthly outreach reports with clear recruitment efforts
● Support all tech education programming at St. Nicks Alliance Workforce Center.

TECH RECRUITER (15 Hours)
● Recruit, Screen, and Enroll Tech Literacy Participants to support up to 5-7 cohorts of training annually

● Support career retention during paid internships upon completion of technical training, and take the lead on career case management and retention for all graduates of Tech Training
● Enroll 75-100 Tech Literacy Participants across 5-7 cohorts over the course of a year
● Ensure that 60 trainees are matched to a paid internship upon completion of technical training
● Develop a diversity of Tech Job opportunities and recruitment events prior to graduation. Place a minimum of 85% of current and past graduates in Data Analytics career growth opportunities.
● Provide supportive services and case management to an active caseload of 15-30 trainees
● Facilitate Workplace Success Job Readiness Training, cultivate guest speakers, and expose participants to career paths
● Assist in the recruitment for google certification Tech Literacy pilot cohorts for certifications in IT Support, Data Analytics, Project Management, and UX Design
● Participate in case conferences with the Workforce team to review Tech participant applications and select appropriate candidates for interviews and program services
● Work with community anchors to develop a robust list of potential referrals for participants that are experiencing hardships or situations that they are unable to navigate on their own
● Ability to be non-judgmental and hold a clear sense of boundaries.
● Maintain timely record-keeping and quality assurance for compliance with the requirements of various funding sources
● Ability to work with culturally-diverse individuals
● Strong sense of and respect for confidentiality involving clients and fellow employees
● Must be fully vaccinated for COVID-19 and provide proof of vaccination
● Perform other tasks in support of St. Nicks Alliance as directed

Qualifications:
● Bachelor's Degree and 3 years related field experience in social service organization preferred.
●Strong written and oral communication, organizational, and project management skills.
● Ability to build strong relationships with participants with limited technology skills.
● Ability to work with all staff at St. Nicks Alliance.
● Knowledge of community resources and working with high-risk populations.
● Ability to work independently with a strong sense of focus
● Experience in recruitment and outreach with a proven track record
● Ability to be non-judgmental and hold a clear sense of boundaries
● Ability to work with culturally-diverse individuals.
● Must be fully vaccinated for COVID-19 and provide proof of vaccination
● Must be bilingual (Spanish, English)

Salary: $50,000- $55,000

How to apply:

Please submit a thoughtful cover letter and resume to slorya@stnicksalliance.org with Tech Recruitment and Case Specialist 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.