
YouthBuild Transformational Coach/Case Manager

Who we are:

St. Nicks Alliance, a North Brooklyn based community organization, seeks to transform the lives of low- and moderate-income people through employment, education, housing, elder care and social services. We do this by delivering impactful services with measurable outcomes to children, adults, and the elderly. As a civic anchor, we carry out this mission within the context of building a sustainable community for all people through the arts, environmental advocacy, and urban planning.

St. Nicks Alliance Workforce Development Center empowers and trains historically marginalized community members from North and Central Brooklyn to move from unemployment to careers and jobs with sustainable wages enabling over 1800 local residents annually to improve their economic status. Our services are robust and range from employment-contextualized ESOL, digital/computer literacy, ABE, and HSE to workplace success skills training and job placement to sector-based employer-linked vocational training with a focus on career occupations in the green trades, healthcare, technology and financial service sectors.

We are currently seeking a **YouthBuild Transformational Coach/Case Manager** for our 790 Broadway Workforce Development Center location in Brooklyn.

What you'll do:

The YouthBuild case manager/transformational coach is primarily responsible for providing direct support and resources to assist participants overcome barriers which prevent achievement of industry certifications, as well as educational, and internship/employment goals. Their success will be measured by enrollment, completion of the individualized development plan, training, and certifications. The transformational coach will be expected to support a caseload of 64 currently enrolled participants as well as additional participants expected to be enrolled. CMTC will be tasked with supporting a 1-year follow up period for each participant upon completion of program requirements. This includes collaborating with colleagues to capture retention milestones and to provide continued support. The CMTC must ensure that case notes are entered in all internal and funder databases which are used to help track and monitor the progress of clients enrolled in the programs.

Specific duties include, but are not limited to:

- Support recruitment team (including educational coordinator) with determining participant eligibility for YouthBuild program through intake and individual and group assessment processes.
- Develop individualized development plans and monitor/inspire clients to reach personal goals and other milestones (education and employment goals).
- Track student attendance in all aspects of training and share with the program director weekly to ensure timely stipend distribution.
- Support the YouthBuild team with student retention calls, emails, texts in the event of absence/ lateness and ensure follow up to mitigate supportive service needs. Cultivate and make internal and external referrals for services as needed and provide regular follow-up.
- Support young people to ensure achievement of all programmatic goals. Work closely with YouthBuild and St. Nicks Alliance staff to review client progress, challenges, and outcomes.
- Assist in leading work readiness workshops and developing curriculum to ensure the needs of the participants are being met.
- Work closely with the YouthBuild recruitment and retention specialist on the planning of cohort graduations, alumni events and all other special events.

- Conduct program outreach and active recruitment when necessary.
- Conduct crisis intervention and conflict management when necessary.
- Conduct weekly meetings with YouthBuild students to support their success and completion of the training.
- Input client data in real time to help track and monitor the progress of clients enrolled in the programs in the St. Nicks Alliance required ETO database and ensure that case notes are entered in funder databases.
- Other duties as assigned by the directors, and program manager.

What we are looking for:

The Ideal candidate would have

- bachelor's degree in social work, psychology, sociology, or related field with 2-3 years of job-related experience in workforce, youth, or similar services. Masters of Social Work Preferred.
- Excellent organizational and interpersonal skills are required; must have strong communication, writing, and computer skills. Experience working with low-income job seekers; young adults; proven ability to work as part of a team; ability to multitask, prioritize and meet deadlines, ability to work some evenings.
- Fluency in English/Spanish is helpful.

What's in it for you:

- compensation range: \$55,000–\$60,000 (*the actual compensation will depend on a variety of job-related factors which may include geographic location, work experience, education, and skill level*)
- competitive benefits package (medical, dental, vision, 401k)
- 12 company paid holidays; paid vacation, sick, and personal time off
- learning & development opportunities & access to wellness programs

How to apply:

Please submit a thoughtful cover letter and resume to snaworkforcehr@stnicksalliance.org with Work Experience Coordinator 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 that values diversity. We consider applicants for all positions without regard to race, color, national origin, religion, sex, gender identity, age, disability, alienage or citizenship status, ancestry, marital status, sexual orientation, veteran status, or any other status or characteristic protected by applicable federal, state or local laws.

Visit Stnicksalliance.org

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