

Skills Training Case Coordinator- Full-time

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 **full-time case coordinator** for our 92 Throop Workforce Development Center location in Brooklyn.

What you'll do:

We are currently seeking an experienced skills training case coordinator for our Workforce Development division. This position will be delivering wraparound supportive services such as case management, retention, transformational coaching, job readiness facilitation, and career coaching to un/under-employed working adults who are seeking skills training services in construction labor, environmental remediation, and additional pilot training tracks as they are funded. This position is intended to provide program participants with the training and resources they need to acquire employability training to be competitive in the job market and will be divided up as such: 50% case management/ retention- 20% transformational/ career coaching- 15% classroom facilitation - 15% participant recruitment.

Specific duties include, but are not limited to:

- Conduct one-on-one participant assessments to assess participants' education and work history, need for support services, career preferences, and potential barriers to employment and program success
- Handle an active caseload of up to 50 active skills training participants and an alumni retention case-load of up to 75 at any given time
- Assist the program coordinator with facilitating weekly program information sessions when necessary
- Develop relevant curriculum and facilitate work readiness / life skills workshops for active skills training classes
- Participate in case conferences with the skills training team to review 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 experiencing hardships or situations that they are unable to navigate on their own
- Make appropriate referrals to address barriers: educational (HSE), child-care, other outside supportive services resources
- Provide career coaching to students while enrolled in all phases of the program: training, job search, and post placement. Coaching should focus on strategies to help students improve their income and advance in their careers on a career path track.
- Assist the program coordinator in scheduling all in-person meetings with past, active, or potential participants
- Assist in participant recruitment, i.e. attending community events (in-person or virtually), building relationships and sharing promotional material with schools, shelters, case workers, justice-involved

programs, and any other community partners; facilitating information sessions for specific agencies and partners, being available to table and/or speak to the services we offer at community events, etc.

- Assist in planning and hosting monthly alumni/retention events
- Assist with administering TABE academic assessments as needed
- Visit and monitor students at external (or virtual) training sites when trainings are in session
- Ensure that students' folders are complete including copies of identification, documents, and case notes
- Monitor, document, and follow up on students' daily attendance and participation
- Assist in securing documentation for verifying employment (i.e. paystubs) and ensure that case notes around these interactions are entered in real time
- Maintain good organizational and time management skills in order to ensure completion of all tasks
- Timely record-keeping and quality assurance for compliance with the requirements of various funding sources
- Follow up with previous cohorts with outreach to recent grads and alumni
- 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
- Other duties as assigned by the skills training program manager, and/or the director of Operations

What we are looking for:

- Bachelor's degree in psychology, social work, education, human resources, or related field preferred and/or 2+ years of experience in social service organizations
- Extensive case management experience in a non-profit, social services, workforce development, or related environment
- Minimum of 6 months of workshop facilitation for instructional and/or workplace success job readiness/essential skills training
- Ability to come into the office/training sites 5 days a week (M-F) to support skills training programming
- Excellent organizational and interpersonal skills
- Strong communication, data entry, writing, and time management skills
- Knowledge of community resources and counseling with high-risk populations
- Ability to build strong and lasting relationships
- Ability to motivate others towards achieving goals
- Ability to work independently with a strong sense of focus
- Ability to be non-judgemental and hold a clear sense of boundaries
- Ability to collaborate with other members of the workforce development team
- Strong sense of and respect for confidentiality involving clients and fellow employees
- Ability to work with culturally diverse individuals
- Database experience strongly preferred
- Experience working with justice-involved individuals preferred

What's in it for you:

- compensation range: \$50K-55K *(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 and access to wellness programs

How to apply:

Applicants should apply via Indeed or send a resume and cover letter addressing what qualities you have that fit this role, plus any specialty areas to **Htew@stnicksalliance.org**

St. Nicks Alliance is an Equal Opportunity. 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.

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