



## **General Manager, Social Enterprises**

### **Background:**

HOPE has a 30+ year track record of successfully transforming lives by empowering New Yorkers living in poverty to achieve economic self-sufficiency through employment and advancement. HOPE is an outcomes-focused organization. Our student-centered approach, wide range of support services, and commitment to lifelong support yield strong results, notably a job placement rate of 76% and retention rates of 93% at 90 days and 83% at one-year.

Based in downtown Brooklyn and the Hunts Point section of the Bronx, HOPE operates with 50 full time staff and numerous part-time staff, interns and volunteers. Our FY 20 operating budget is approximately \$7 million. At HOPE we are focused on expanding our impact and positioning ourselves for growth while continuing to enhance the quality of our services and build upon our successful outcomes.

### **Program Description:**

HOPE's social enterprise, Intervine, includes structured transitional employment programs and revenue generating fee-for service activities that focus on sustainability and energy efficiency.

Intervine is proud to partner with the New York City Department of Small Business Services on NYC °CoolRoofs, which provides rooftop coating services to buildings across the city, while training and employing local jobseekers. In addition to mitigating the urban heat island effect, the program supports New York City's goal to reduce carbon emissions 80% by 2050, as outlined in Mayor de Blasio's One City Built to Last, released in September, 2014.

Funded by the Manhattan District Attorney's Office, Intervine also offers a paid transitional training program that prepares participants for careers in horticulture, green infrastructure, and sustainable energy. Pairing paid work-based learning with job search support and career building training, the program includes hands on training, soft skills development, and industry recognized certifications.

Intervine also contracts with building owners and public space operators to provide landscaping, implementation of energy conservation measures, and stormwater management services, employing graduates of HOPE training programs while they seek to secure permanent employment.

These distributed community based solutions are forging a more resilient New York City better prepared to absorb the impact of extreme weather events, particularly in vulnerable neighborhoods that suffer disproportionate burdens from the causes and effects of climate change.

### **The Position:**

HOPE seeks an experienced professional for the role of Intervine General Manager during a period of significant growth of number of participants and programs. The position reports to the Chief Venture Officer and is based in our Hunts Point location.

This position will:



- Oversee daily operations of HOPE's work-based learning programs, engaging 215 new participants annually and approximately 50 graduates.
- Develop systems and processes to ensure delivery of quality programming for participants while also meeting social enterprise work obligations.
- Leverage operational data to improve performance and track progress towards program goals.
- Collaborate with internal and external trainers to ensure that participants in Intervine and CoolRoofs receive high quality soft skill and hard skill training to prepare them for successful full-time employment
- Support business development efforts and implement new revenue-generating work contracts
- Continue to develop training curriculum and work based learning experiences to ensure alignment with long term employment prospects for participants
- Supervise Operations Managers, Program Assistant, Supervisors, Driver and other Transitional Employment staff as needed.
- Work closely with Director team to meet social service, digital literacy, financial literacy and employment needs of the participants.

#### **Minimum Qualifications:**

- Bachelor's degree required; experience in either nonprofit programs, horticultural industry or building trades a plus
- Experience with staff supervision and program/operations management, including budgeting, data analysis, and reporting
- Strong communication, problem solving, customer service, and teamwork skills
- Detail-oriented, well-organized and able to work on multiple activities simultaneously
- Familiarity with G Suite apps
- Ability to work with and motivate adults of diverse backgrounds and abilities
- Commitment to making NYC a sustainable and equitable city

The HOPE Program offers a competitive salary and comprehensive benefits package.

For consideration interested candidates are invited to email cover letter and resume to [hr@thehopeprogram.org](mailto:hr@thehopeprogram.org). Please indicate in response how you learned of this opportunity. Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

**The HOPE Program is an equal opportunity employer.**