



Community Outreach Specialist

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 FY20 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.

The Position: HOPE is seeking a Community Outreach Specialist who will execute the recruitment and admissions process for our Brooklyn and Bronx-based programs: HOPEworks, Intervine, NYC °CoolRoofs, and Sustainable South Bronx. The position reports directly to the Director of Recruitment.

The position requires 80% travel to offsite events as well as working out of our Brooklyn office (1 Smith Street) and Bronx office (1360 Garrison Ave).

Essential Functions:

Outreach

- Engage providers, including community based organizations, regarding potential partnerships to increase referral sources
- Schedule and execute presentations directly to providers and candidates to provide overview of offered programs and application process
- Attend outreach events hosted by partnering organizations to increase name recognition
- Host active and potential referral partners meetings and events at Brooklyn and Bronx office
- Coordinate with referral partners to screen clients at their offices
- Attend evening/weekend events at least 3 times per month

Admissions

- Act as the initial point of contact for new candidates interested in the programs offered
- Communicate continuously to referral partners regarding the status of their referrals
- Execute Information Sessions for candidates twice a week
- Facilitate information session presentations
- Guide candidates through all documentation, including applications
- Administer, score, and enter TABE test results in internal database
- Implement other assessment tools as needed

- Support various interns, including Licensed Mental Health Counselors (LMHC) interns, and other staff members when they execute information session activities
- Execute Tryouts and support the selection of invited candidates to the programs
- Support young adult and other targeted recruitment, including offsite presentations
- Support alignment of Brooklyn and Bronx program admissions process

Assessment and Selection

- Lead intake scheduling to ensure proper coverage is acquired
- Complete intakes on an ongoing basis to ensure processing of candidates
- Review Student Readiness Assessments and escalate cases as needed to Director of Recruitment
- Inform candidates of their admissions decision
- Execute daily admission decisions and escalate cases to Director of Recruitment appropriately

Student Engagement

- Communicate student observations and concerns with other staff members, including Work Readiness Instructors
- Outreach to candidates to increase the likelihood of attending first day of classes
- Outreach to students that may need additional support to reach student status of the program
- Facilitate case transfers to other team members, including LMHC interns, for short-term counseling

Referrals

- Develop and identify organizations as referral resources for students
- Refer students to outside organizations when appropriate
- Update referral organizations on cases as requested

Programmatic Support

- Prepare for and participate in weekly client meetings
- Attend 1:1 supervision with the Director of Recruitment
- Communicate daily with Director of Work Wellness regarding intern assignments and progress
- Execute special assignments, including reports, designated by the Director of Recruitment
- Support Brooklyn and Bronx admissions process during heavy recruitment seasons

Minimum Qualifications:

- Experience working with underemployed or unemployed individuals who have multiple employment barriers, such as unstable housing, criminal justice involvement, untreated mental health issues, and substance abuse history
- At least a year of relevant experience, such as outreach, intake assessment, case management, or community engagement
- Ability to facilitate presentations to groups of all sizes and have an outcomes-focused drive
- Experience with young adults (18-24 years old) or in a clinical setting is preferred

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

For consideration interested candidates are invited to email a cover letter and resume to 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.