



Position: Brooklyn Retention Associate
Reports To: Director of Employment and Graduate Services

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 yields 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.

Essential Functions:

- Serve as an integral part of the employment team by leading HOPE's job retention initiative. Work to achieve or exceed HOPE's retention goals.
- Engage individual students who have secured employment
 - Develop and maintain a consistent, persistent outreach process to ensure all graduates are being followed up with and progressing toward retention of 90 days and 1 year. Cultivate positive, ongoing relationships with graduates to assess job satisfaction, performance and sustainability of the job. Provide consistent coaching to graduates and partner with HOPE staff to make referrals for other support services as needed.
 - Perform screenings and other mental health modalities with graduates as needed according to Connections to Care grant.
 - Engage graduates who lose their jobs and assess job loss reason for possible re-engagement.
 - Promote the spirit of #HOPE4LIFE by designing relevant evening events twice a year and manage outreach efforts for two annual events.
 - Work in collaboration with Advancement Manager ensuring handoff occurs at time of advancement, and/or when graduate attains 1 year of employment.
- Develop and maintain a data collection process, ensuring all required engagements are entered and proper documentation is secured, logged into two databases and filed in paper client files.
 - Work closely with HOPE's Government Grants Administrator to ensure necessary documentation is collected from graduates to satisfy funder requirements.
 - Provide Quality Assurance checks on paper files and electronic files.
- Develop and test marketing messages to engage former students who Completed and did not yet find work as well as current Grads.
- Perform other duties as assigned.

Minimum Qualifications:

- Dynamic, energetic, and organized professional with demonstrated ability to successfully multitask in performance-driven environment.
- 3 years of customer service experience, making outbound calls.
- Systems builder with strong organizational, data analysis and database skills with 2 years of database experience. Salesforce experience is preferred.
- Passion for working with economically disadvantaged adults with multiple barriers to employment.
- Excellent written and oral communication skills.
- Problem solver, flexible and adaptable.
- **MUST be able to work following schedule: Monday and Wednesday, 11 AM-7 PM; Tuesday and Thursday, 10 AM-6 PM; Friday, 9 AM-5 PM**

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

For consideration please forward **both your cover letter and resume** to hr@thehopeprogram.org. Please indicate in response which role you are interested in and 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.