



## **Employment Specialist**

### **Background:**

The HOPE Program has a 35+ year track record of successfully transforming lives by empowering New Yorkers to build sustainable futures through comprehensive training, jobs, advancement and lifelong career support. HOPE is an outcomes-focused organization. Our student-centered approach, wide range of wraparound services, and unconditional commitment to lifelong support yields strong results, notably a job placement rate of 75% and retention rates of 93% at 90 days and 81% at one year among clients served over the past three years. Further, we maintain a commitment to environmental sustainability through green jobs training and community greening in low-income neighborhoods across the city.

Based in Downtown Brooklyn and the Hunts Point section of the Bronx, HOPE operates with approximately 45 full-time staff and numerous part-time staff, interns, and volunteers. Our FY'21 operating budget is approximately \$6 million. At HOPE, we are focused on expanding our impact while continuing to enhance the quality of our services, build upon our successful outcomes, and meet the rapidly evolving employment, financial, and wellness needs of the populations we serve.

HOPE is committed to building and maintaining a welcoming and inclusive workplace with a strong focus on diversity, equity, inclusion, and accessibility.

### **Position:**

We are seeking a motivated, performance-oriented individual to serve as an Employment Specialist for HOPE students as they seek post-program employment. The Employment Specialist will largely be dedicated to one-on-one support job search and job connection for HOPEworks program completers. These individuals are prepared for and searching for in-person and remote work and career pathways in a variety of sectors, including maintenance, food service, retail, animalcare, customer service, and office and administrative work.

The Employment Specialist will report to the Director of Employment and Graduate Services and will work closely with a peer team of Employment Specialists serving all HOPE programs in Brooklyn and the Bronx sites as well as the Business Development Manager.

At this time, the position is remote.

### **Essential Functions:**

#### Student Services

- Build relationships and manage a caseload of up to 100 new students who complete programs annually, ensuring that 75% of them connect to work within 90 days.
- Through use of motivational interviewing and a holistic, student-centered approach, provide consistent and high quality employment-focused services to ensure that students are qualified candidates for the job opportunities that they seek. More specifically,
  - Counsel students on their short and long term career goals and decisions
  - Ensure all students have a complete employment portfolio, including resumes, cover letters, and references, and support in tailoring materials and practicing for interviews for open positions
  - Connect students to HOPE-developed job opportunities with trusted employers
  - Research additional, training-related job opportunities for students and ensure they are equipped for self-directed search

- o Host weekly Job Club to create a space for students to share updates and learn about HOPE-developed job leads and training opportunities
- o Maintain communication with students regarding applications, interviews, hiring, new hire follow-up, and documentation for reporting to the Director
- o Secure employment verifications for hires and facilitate a smooth handoff to the Retention Associate
- o Support a culture of #HOPE4Life where program completers remain engaged with HOPE and pay it forward when they can

#### Business Development

- In partnership with the Business Development Manager, develop and implement marketing strategies to engage with new employer partners while maintaining relationships with current employers. Develop employment relationships and training-related opportunities with these employers
- Stay informed of latest labor market trends including occupational projections and projected job growth in various industry sectors

#### Student Feedback and Data Entry

- As a student-centered organization seeking to successfully match students to sustainable career pathways, share student and employer feedback with the Director and other teams to ensure program alignment with market and student needs
- Conduct timely data entry in Salesforce and document preparation for soft and hard copy files on services and outcomes
- Perform other duties as assigned

#### **Minimum Qualifications:**

- At least three years of case management experience working with a portfolio of 50+ young adults and/or adults
- Demonstrated ability to succeed in a performance-driven environment
- Excellent oral and written organizational and communication skills
- Computer and Internet research proficiency
- Outgoing personality who understands the impact of systems of oppression in workforce development and also practices client-centered counseling
- Must be a strong team player who works well independently
- Problem solver, flexible and adaptable
- Experience in young adult workforce development or related issues preferred, current list of potential employers 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](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 and Sustainable South Bronx are equal opportunity employers.**