Employment Specialist

Background:

The HOPE Program is a leader among New York City job training providers, upskilling adult jobseekers (ages 18-70) for a broad range of sectors, including a focus on green construction, maintenance, infrastructure and related careers. We work with individuals facing deep structural barriers to employment, including histories with the criminal legal system, current and/or past homelessness, substance abuse disorders, low educational attainment and more. Our comprehensive approach includes classroom training, industry-recognized certifications, digital literacy and access, financial literacy and access, mental health support, case management, paid job training, and our signature “HOPE for Life” approach, which provides a vital community of support throughout the lives of HOPE graduates’ careers. With measurable outcomes among the strongest in the industry, HOPE’s impact sits at the intersection of COVID-19 recovery, racial justice, and building a more equitable future for New York City. Our work is best described in the words of our graduates, such as Enrique.

Position:

We are seeking an individual to serve as the Bronx Employment Specialist for HOPE students as they seek post-program employment. The Employment Specialist will provide dedicated one-on-one support job search and job connection for Intervine and Sustainable South Bronx (SSBx) completers. Intervine is a transitional employment program that pays participants to engage in hands-on learning through green infrastructure projects across the city while learning critical job skills. SSBx is a program that prepares jobseekers for careers in the green construction and maintenance field through classroom-based learning, industry-recognized certifications, hands-on community greening projects, and job application skills.

The Employment Specialist will work with students in the classroom phase of the program to understand their career plans, and review their baseline resumes, cover letters, and interview skills. Once the classroom phase ends, the Employment Specialist will work with students to prepare them to search for work and connect them to jobs along their career pathways in a variety of sectors, including maintenance, construction and remote customer service.

The Employment Specialist will report to the Assistant 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 Managers.

Responsibilities:

Student Services

- Build relationships and manage a caseload of up to 100 new students who complete programs annually, ensuring that 80% of them connect to work within 90 days.
- Through the use of motivational interviewing and a holistic, student-centered approach, provide consistent and high quality employment-focused engagements to ensure that students are qualified candidates for the job opportunities that they seek. More specifically,
  - Partner with students on their short and long term career goals and decisions.
o 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 and ensure they are equipped for self-directed search.
o Assist students in understanding their potential career pathways.
o Screen students for HOPE-developed internships and job opportunities with trusted employers.
o Maintain communication with students regarding applications, interviews, hiring, new hire follow-up, and documentation for reporting to the Deputy Director.
o Secure proof of employment for new 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.

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 Assistant Director and other teams.
- 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
- Demonstrated ability to meet program goals. (This position is measured against placement rate).
- Excellent oral and written organizational and communication skills
- Experience documents interactions with clients and using a CRM (HOPE uses Salesforce.)
- Google Suite, Zoom and Internet research proficiency
- Someone who is able to build rapport with a wide range of clients and practices client-centered counseling
- Must be a strong team player who works well independently
- Problem solver, flexible and adaptable

Salary/Benefits: Salary is dependent upon experience. HOPE provides a full package of benefits including: healthcare and dental insurance; retirement plan; competitive vacation (plus 1/2 day Fridays during summer which is equal to 7.5 additional vacation days); and 12 paid holidays.

Interested Candidates: Email cover letter, indicating what position you are applying for and where you saw listing, and resume to hr@thehopeprogram.org. Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

As the City of New York expands the COVID-19 Safety Requirement to employees of all contracted organizations, effective November 1, 2021, HOPE employees are required to provide one-time verification of vaccination. The HOPE Program is an equal opportunity employer.

www.thehopeprogram.org