

JOB OPPORTUNITY

Title : Inspire Careers Youth Job Coach and Case Manager	Location: Jcni
Reports to : Senior Director of Programs and Placemaking	Job Type: Full time
Department: Programs and Placemaking	Salary Range: 40,000

THE ORGANIZATION:

The Jacobs Center for Neighborhood Innovation is partnering with resident teams in southeastern San Diego to transform nearly sixty acres into The Village at Market Creek, a LEED-certified neighborhood and vibrant cultural destination. Through a network of nonprofit and for-profit partners, locally-owned businesses and national tenants, a community and conference center, and social enterprise projects, the Jacobs Center is creating assets that will become economic engines for the community when the foundation sunsets in 2030. We are looking for people who are not only talented but also passionate in what they do. We believe the strongest people in the workplace are those who don't consider it work; it's something they genuinely want to do. Learn more at

www.jacobscenter.org

JOB SUMMARY:

Inspire Youth Careers program provides job skills training and placement for Opportunity Youth (OY) ages 16-24, preparing them for careers within the Creative industries, beginning with graphic design through an “earn to learn” model. The program takes place in three phases: Job Readiness Bootcamp; an “earn to learn” technical program and a transitional employment phase.

Upon completion of the program, each student will work with a job coach whose role it is to provide case management for 12-months. The job coach will make several contacts per month, either by phone or in-person, one-on-one, to develop appropriate plans tailored to each participant’s short and long-term goals as they relate to continued education or permanent job placement. Our approach is to establish pathways, developed in partnership with key partners across sectors: social service organizations; education partners; and private sector partners, resulting in youth participants receiving industry guided training along with certifications, college units, stackable badges and permanent jobs within each training area.

This position requires strong interpersonal skills with the proven ability to connect with young people as well as stakeholders in order to support a re-engagement and workforce process that is focused on improving educational and employment outcomes for youth ages 16-24 who are neither employed or in school.

The goals of the Inspire Careers program include: ensuring that opportunity youth are effectively connected to the best pathway based on their needs, interests and strengths; implementation partners are providing high-quality services; new programs are developed as needed to meet the needs of opportunity youth; data is used to identify gaps, track progress and ensure quality and continuous improve. This position reports to the Senior Director of Programs and Placemaking.

** This program pilot will focus on Creative Industries with a particular focus on Graphic Design. Future programs will focus on expanded Creative Industry pathways.*

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs related duties as assigned by supervisor.
- Maintains compliance with all company policies and procedures.

Workforce and pathway support:

- Outreach to both industry partners and cross sector partners to develop job placements for program participants
- Develop and maintain relationships with job placement partners to ensure warm, hand off and smooth transition across program junctures
- Act as liaison with industry partners and job placement sites to ensure open communication and program success
- Work with education partners to determine best educational pathways for students wishing to continue their training
- Develop schedules and process documents for job placement process, transition and ongoing management
- Works with placement partners in preparation for training-to-placement transition.

Case Management and mentorship

- Develops and documents program level standard operating procedures with regard to case management and ongoing participant support process
- Establishes relationships and builds rapport with individual participants
- Provides regular check-ins to monitor participant challenges and successes
- Provides mentorship during technical training
- Works with participants to prepare them for job placement
- Checks in bi weekly with all students to monitor success
- Retains “open hours” or scheduled monthly check in’s with program participants
- Conduct exit interviews and collect client evaluations of program experience
- Administer standardized assessments to determine client interests, aptitudes and abilities

Program development and support

- Lead and deliver program components around soft skills training, including resume development, interviewing, skills and job search instruction.
- Delivery of soft skills training and mentorship.
- Leads the development and delivery of bootcamp lessons
- Assist in development and delivery of student evaluation
- Assists with general lesson development and delivery.
- Ensures that participants are checked in daily and all forms and online logs have been completed.
- Tracks student program hours, attendance and additional lab time.
- Leads/Assists in developing and disseminating program schedules.
- Leads/Assists in researching best practices for: Appropriate Work place behavior, Job Search skill skills, resume building and interviewing Strengths.
- Leads/Assists in researching best practices for financial literacy and identifying or developing related curricula.
- Ensures accurate recordkeeping including participant demographics, case files, referrals, outcomes.
- Maintain weekly notes on student progress

KNOWLEDGE, SKILLS AND EXPERIENCE:

- Bachelor's Degree in Education, Public Administration, Social Sciences or related field and/or equivalent education and/or experience.
- 3 years of experience in program development and implementation in youth development or workforce development.
- Proven ability to convene partners, strong facilitation skills and ability to operationalize collaborative workflow.

JOB OPPORTUNITY

- Ability to multitask and work in stressful situations involving changing deadlines and expectations.
- Strong communication and interpersonal skills
- Experience and sensitivity to working with at risk populations
- Demonstrated team building skills, both internal and external teams.
- Demonstrated knowledge of and experience with program assessment, specifically in the youth service environment.
- Demonstrated experience in ensuring program compliance with contract policies, procedures, program requirements, and regulations.
- Strong ability to develop formal written reports for professional and community audiences.
- Working knowledge of 2010 Microsoft Word for Windows, Excel, Access, Email and the Internet.
- Valid California State Driver's License
- Ability to pass California background check.

PHYSICAL REQUIREMENTS:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Must be able to lift and carry up to 10 lbs.
- Must be able to talk, listen and speak clearly on telephone.

TO APPLY: Please submit your resume and specific cover letter explaining exactly how your characteristics, skills and experiences relate to the list of items listed in **THE POSITION** above, via email to HR@JacobsCenter.org. Resume review is ongoing, interviews will be held on a rolling basis and the position is anticipated to remain open until it is filled. We will do our best to keep you informed as to the status of your application but due to the high volume of applications we receive, this is not always possible. Thank you for your interest in working with our team.