



Community Coach

Job Overview:

- **Division/Department:** Education & Employment/Jobs Plus
- **Type:** Temporary, Part Time
- **Schedule:** 20 hours a week (Mon-Fri | Within office hours of operation 10am-6pm, Occasional weekends
- **Dress Code:** Business casual: Bottoms: Slacks, dress pants, chinos, skirts, or dresses that are at or below the knee | Tops: Blouses, button-down shirts, polos, or dress shirts | Shoes: Loafers, flats, boots, low heels or sneakers. | Provided organization branded T-Shirts or apparel
- **Pay Type:** \$22 Hourly
- **Exemption Status:** Non-Exempt

Are you interested in applying for the Community Coach role?

If so, please email your resume to LaGene Wright at LWright@henrystreet.org

Organizational Overview:

Henry Street Settlement opens doors of opportunity to enrich lives and expand human progress for Lower East Side residents and other New Yorkers through social services, arts, and health care programs. Building on its 130+year legacy of innovation and effective programming, Henry Street offers more than 50 programs and is one of New York City's largest social service agencies.

Program Overview:

Jobs Plus is a part of Henry Street Settlement's Education and Employment Services, a \$10M division providing a continuum of services from early childhood education through adult workforce programs designed to assist individuals in obtaining the skills necessary for lifetime self-sufficiency. Jobs Plus is a place-based workforce development program helping NYCHA residents find viable employment and connect to other support services. Once employed, the Jobs Plus team continues to work with participants to maintain employment and build careers.

Qualifications:

- Bilingual (English/Spanish/Chinese) is a plus
- An interest and passion for community based work
- Familiarity with the Lower East Side and Avenue D community
- High School Diploma or GED preferred but not required
- Self-motivated, team player, outgoing and able to work independently
- Computer proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) required
- Excellent verbal and written communication and strong interpersonal skills required



- Sensitivity towards and ability to work with diverse individuals, including but not limited to, NYCHA/Public Housing Residents, young adults, English language learners and other low-middle income, working population and high barrier to employment populations

Responsibilities:

- Spend up to 75 % of time in the Lower East Side community
- Responsible for bringing in at least 20 new member intakes per month
- Must be able to verbally convey/explain the Jobs Plus mission and program structure
- Engage all residents of Lillian Wald and Jacob Riis NYCHA Houses to become Jobs Plus members and re-engagement of members through a variety of field work methods including:
 1. Video group presentations, Virtual and In person program orientation, Phone calls
 2. Post/Remove flyers In-buildings, community agencies, schools, stores, supermarkets, etc as needed and directed by leadership team.
 3. Table frequently (2-3 times a week) at Lillian Wald and Jacob Riis NYCHA Developments, community events and other locations decided by the leadership team.
 4. Must be able to travel within the Lower East Side community to engage with partners and other collateral contacts as directed by the leadership team.

Administrative responsibilities consist of:

1. Creating excel spreadsheets, google (docs, forms, spreadsheets) submit end of day reports via email and additional reports requested by the Jobs Plus Program leadership team.
2. Record/Track data reflecting engagement from outreach tabling sessions, event sign in sheets, outreach phone calls, outreach activities, new member engagement, support other verticals (program departments) with admin and outreach. Front desk coverage, and other duties via database.
3. Create new and engaging outreach methods to ensure monthly goals and metrics around new membership are met.

Essential Physical Job Functions:

- Able to speak, read, hear, type
- Able to work in outdoor environment & all weather permitting conditions
- Able to stand for long period of time (up to 5 hours)
- Able to climb up & down NYCHA building staircases (up to twice a week)
- Able to lift/pull 50 pounds (supplies and equipment)
- Ability to work onsite in the Lower East Side