



## Community Coach

### Job Overview:

- **Division/Department:** Education & Employment/Jobs Plus
- **Schedule:** 20 hours per week, Temporary 6 month contract (with potential to renew), Part Time
- **Typical schedule:** 4 Days - 5 hours a day (Mon-Fri | 10am-6pm) Occasional Weekends
- **Pay Type:** \$22 Hourly
- **Exemption Status:** Non-Exempt

### 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 125+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:

- An interest and passion for community based work
- Familiarity with the Lower East Side and Avenue D community. Awareness of the issues and concerns facing the community is a plus
- High School Diploma or GED preferred
- 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
- Bilingual (English/Spanish) is a plus
- Self-motivated and able to work collaboratively as well as independently
- Independent thinker, initiative driven, problem solver
- Excellent verbal and written communication and strong interpersonal skills required
- Strong computer proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) required as well as ability to learn database systems ability to conduct targeted internet research required; social media experience a plus
- Career coaching experience preferred



### **Responsibilities:**

- Must be able to travel within the Lower East Side community to engage with partners and other collateral contacts
- Must be able to convey/explain the Jobs Plus mission and the ways we are implementing programming through a workforce lens
- Engage 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, video group presentations, in-building and community flyers, social media and tabling at community events
- Table frequently at Lillian Wald and Jacob Riis NYCHA Developments and other locations decided on by the leadership team.
- Responsible for bringing in at least 20 new member intakes per month
- Data notes reflecting engagement from outreach tabling sessions, event sign in sheets, Google online program interest form responses and additional results garnered from a variety of promotions offered throughout the year.
- Administrative responsibilities consist of creating excel spreadsheets, submit end of day reports via email and or microsoft word and google docs to submit reports requested by the Jobs Plus Program leadership team.
- Support other verticals (program departments) with admin and outreach. Front desk coverage, event interest & RSVP invitations, member engagement, outreach phone calls, program notices delivered to members' apartments, and other duties.
- Spend up to 75 % of time in the community
- Create new and engaging outreach methods to ensure monthly goals and metrics around new membership are met
- Attend neighborhood/community and virtual events to enhance outreach efforts
- Track and report new member engagement
- Track all outreach activities via database
- Provide reports on activities as requested
- Engage new membership in orientation of the program
- Capture outreach, community, program and member highlights through video and photographic imaging

### **Essential Physical Job Functions:**

- Able to read, hear, type
- Able to file
- Able to work in outdoor environment
- Able to stand for long period of time
- Able to climb up & down building staircases
- Able to lift/pull 50 pounds (supplies and equipment)



- Ability to work onsite in the Lower East Side
- Fully vaccinated against COVID-19

**I have read the above job description, and I understand my responsibilities as outlined above. I also understand the Settlement reserves the right to revise my responsibilities depending upon the needs of the agency.**

**Employee Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_