

TITLE: Social Support Manager
LOCATION: Brooklyn, NY
Direct Supervisor(s): Program Manager

BACKGROUND

NPower is a high-performing leader in providing pathways to successful digital careers for veterans and young adults from underserved communities across the US and Canada. NPower's award winning training programs use curriculum informed by senior industry leaders and labor market trends. On average, NPower graduates 85% of enrolled students, places 100% of graduates in paid internships and has over an 80% rate of success for employment or continued education within 6 months of graduation.

We address many of the primary barriers that our veteran and young adult communities confront. Beyond free technical classes, our career training programs provide in-demand certifications within weeks, paid internships, professional networking and mentorship with business leaders, soft skills coaching, connection to social services, job placement assistance, transit assistance and an opportunity for graduates to give back to the program via our professional volunteer network. We provide ongoing career coaching, advanced certifications, and leadership development for our alumni, ensuring that we are developing true pathways for long-term success for our students.

POSITION SUMMARY

The Social Support Manager will assess for psychosocial barriers to career development and provide tailored support to our student participants to address identified problem areas through: a) providing confidential and supportive individual counseling that directly engages the range of students' psychosocial needs b) identifying and referring students to appropriate community based resources c) consulting with staff as to appropriate strategies that will facilitate optimal learning progress for each student (d) evaluate and assess program's service delivery system to ensure that the students receive the necessary support and resources. Hence, the primary goals are to enable students to successfully manage personal challenges so that s/he may transition into employment and successfully pursue growth and continued education for all graduates. This position will be expected to work closely with the students, maintain an environment of trust and nurture, and engage with them on a regular basis in ways that contribute to both the students' and the organization's success. The Social Support Manager will provide assistance in times of stress, alleviate crisis situations, counsel, and to link students to needed resources.

RESPONSIBILITIES

Student Development/Case Management /Student Assessment and Evaluation/Counseling

- Conducts assessment interviews of alumni applicants to determine readiness for an advanced training program.
- Provides referrals to appropriate community resources as needed and coordinates services to minimize fragmentation of care, reduce barriers, and provide students with appropriate services to ensure comprehensive, continuous access to needed medical, social, educational, and other services.
- Carries out community recruitment for supportive services and other resources for veterans and young adults as needed.

- Performs tasks related to client referrals, intake, and placement and assists with the transition of veterans and young adults as a whole to be successful while in the program, after the program and/or apart of the network. This includes, but is not limited to meeting with students/staff members completing program eligibility determination and other assessment activities; coordinating with referring agencies and organization staff; completing and documenting referral information.
- Participates in tasks for recruitment, certification, and evaluation of learning environments, work environments, etc. for our students. Participates in crisis intervention and provides support as required.
- Provides supervision, support, and assistance to students through regular face to face meetings, phone contact, email, etc. as assigned, and continuously evaluates and monitors students in learning/work environments.
- Prepares and maintains accurate, complete, and up-to-date files on all students assigned.
- Records above information via Salesforce.
- Manages program orientation process.
- Assists program team with administrative duties as necessary.

EDUCATIONAL REQUIREMENTS

At minimum one of the following must be met:

- A four-year college degree in Social Work, Sociology, or Psychology from an accredited university.
- Minimum of three years Case Management, Social Work, Psychology, or Counseling experience.
- Or at least three years of Human Development experience.
- Master's (MSW) in Social Work/Psychology or Counseling from an accredited university.
- Second year graduate student with at least 1 year of field work.
- Licensed Social Worker a plus

POSITION QUALIFICATIONS:

SKILLS & ABILITIES

- Effective written, oral, and interpersonal communication skills.
- Must have ability to maintain confidentiality, and exhibit mature judgment and emotional stability
- Must be computer literate, be comfortable with information and be able to prioritize.
- Proficiency with incorporating the use of technology to deliver career services.
- Experience in teaching, presenting workshops and/or providing counseling to veterans and/or young adult program setting highly desirable.
- Experience in vocational training, nonprofit, and veteran programs a plus.
- Salesforce database management (preferred).
- State employer incentives and other incentive programs.
- Passions for helping people grow, develop themselves, and better their lives and their community.
- Knowledge of community resources.
- Experience working with veterans and/or young adult population.
- Experience in one or more of the following fields: workforce development, human potential, case management, human resources, or social services.

COMPENSATION:

Commensurate with experience

HOW TO APPLY

Submit a cover letter explaining your interest in the position and a resume to nelson.abbott@npower.org

Given the number of applications anticipated only those candidates selected for an interview will be contacted. No phone calls please.