



**Title: Social Support Manager**

**Location: New York**

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Adamant about a diverse workforce? Always looking to help others? Have tons of ideas on how to address personal development? NPower is looking for a Social Support Manager to work closely with our tech passionate trainees.

**As Social Support Manager, you will:**

- Play a key role in the trainees' growth during a pivotal 23 week tech training period
- Assess the candidates' strengths and barriers towards success
- Generate plans of action with the trainees when necessary
- Link trainees to the appropriate services and resources to address needs
- Track the trainee's ongoing progress via Salesforce
- Make and maintain connections with CBOs and local community boards
- Conduct personal development workshops for the trainees
- Maintain rapport with alumni to foster success post-program
- Report to the Program Director

**This role may be right for you if you possess (most of) the following skills/abilities:**

**Active listening** – you give full attention to what other people are saying, taking time to understand the points being made, and ask questions when appropriate

**Time management** – you stay on track and keep important goals top of mind

**Research** – you observe, receive, and otherwise obtain information from all relevant sources

**Adaptable/independent** – you are able to work on your own and make decisions with little direction

**Training** – you have knowledge of principles for workshop design, teaching and instruction for individuals/groups

**Networking**— you like to develop constructive and cooperative working relationships with others, and maintain them over time

**Developing others** – you can identify the developmental needs of others and want to help to improve their knowledge or skills

**Education and Experience Requirements**

*At least one of the following must be met:*

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



What NPower can do for you:

- Invest in your professional development
  - Allows access to LinkedIn Learning workshops
  - Grants appropriate trainings of your choice
- Discounts to theme parks, concerts, movies, and vacation packages (Plum Benefits)
- Benefits Package: 15 days of PTO, 12 Sick Days, 12 Holidays and 3 Personal Days
- 403(B) Retirement Plan with company match
- Contributes between 80-95% of premium costs toward three medical plan options

**Ready to apply?**

Please submit a cover letter and resume via email to: [careline.ruiz@npower.org](mailto:careline.ruiz@npower.org)

*As an equal opportunity employer. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.*