



## Job Description

### Manager / Work Experience Case Manager (Youth Services)

**About JobTrain:** Located on the Menlo Park/East Palo Alto border, JobTrain is a private job-training center and accredited school (accredited by the Western Association of Schools and Colleges - WASC). JobTrain offers an array of vocational training programs, and computer and ESL classes for in-school and out-of-school youth. Our vocational training classes, academic support, and employment readiness programs are primarily geared toward individuals needing assistance with overcoming significant academic, career and personal challenges to be successful in school and work arenas. Funded by a combination of federal, state, and private-sector grants, JobTrain's programs and services offer people an array of opportunities to move forward with accomplishing the first steps toward their educational and career goals.

**About the Position:** This listing is a full-time, exempt position at JobTrain and reports directly to the Chief Operating Officer. JobTrain seeks individuals who understand the dynamics of a non-profit organization, client driven services, and have a commitment to empowering the working poor and underserved populations. Occasional evening and weekend availability is required as is travel within the county. JobTrain reserves the right to add other duties as assigned. This position is open to qualified candidates who meet JobTrain hiring standards. Interested candidates must submit a résumé and cover letter to [info@jobtrainworks.org](mailto:info@jobtrainworks.org). The position is now open and applications will be accepted until the position is filled.

**Manager Youth Services (30%)** The manager of Youth Services will be part of JobTrain's Management Team, developing and implementing JobTrain's strategic plan. This individual supervises the work of the WIOA Youth Team and coordinates work with out of school youth who need classes or tutoring in JobTrain's Academic Center. The manager will be working to help develop other services for youth complimentary to the WIOA Youth Services. The manager tracks reporting for youth contracts and ensures that outcomes are being met. The manager also ensures that services are provided in a respectful and client-centered manner.

The **Work Experience Case Manager (70%)** works primarily with WIA/WIOA eligible youth, ages 17 – 24, who have little to no work experience; who may prepare to enter or may have completed vocational training and are prepared to seek employment; and/or who are working towards completing a GED. The purpose of the case manager is to provide job coaching and career advising to over 50 youth as well as to build relationships with employers. The ideal candidate will ensure that youth are placed in appropriate employment and are successful in their goals. The case manager will develop and maintain relationships with JobTrain counselors, other vocational schools, employers, and service providers. Additional responsibilities consist of comprehensive case management of clients' enrollment files, such as record keeping, collecting documentation, monitoring progress, as well as meeting contractual obligations (job placement and retention) which are essential to the success of the clients and JobTrain. Other duties include outreach and other administrative tasks as assigned by Youth Manager.

The ideal candidate will develop over time a working knowledge of:

- Workforce Innovation and Opportunity Act (WIOA) policy & procedures (formerly called WIA).
- JobTrain's Salesforce database and other databases.
- Client flow at JobTrain including intake procedures, case management, counseling, referral, and audit.
- WIOA job placement and follow-up requirements.
- Workforce services and trends.
- Youth Services and trends.

## **Duties and Responsibilities**

### Job Coaching and Career Advising

- Conduct work readiness assessments of youth to gauge their readiness in various career pathways; create short-term and long-term employment plans;
- Coach youth throughout their subsidized/unsubsidized work site placements. Meet with youth in person monthly, depending on need, to formally monitor their progress at their work sites. Check in via phone, text and/or email on a daily to weekly basis for informal monitoring.
- Trouble shoot work site issues with youth; support and empower them to resolve work place conflicts and provide one on one training as needed.
- Develop and coordinate a career mentoring program that pairs youth with volunteer or incentivized career mentors; provide initial and ongoing training to mentors, monitor mentorship, track data and results of mentorship.
- Meet frequently with counselors and other appropriate staff to ensure collaborative case planning.

### Work Site and Job Development

- Generate subsidized and unsubsidized work sites: Research, outreach and network with public institutions, non-profit organizations and the business sector to generate work sites for young people; create and execute work site agreements, and conduct site visits to ensure work sites are safe and suitable for placement.
- Work site support and retention: Provide initial and ongoing training to work sites to ensure youth are engaged in work-based learning; conduct regular work site monitoring to ensure youth are gaining meaningful work experience/on-the-job training and job coaching by work site supervisors.
- Participate in TAC meetings with employers.

### Job Placement and Retention

- Responsible for generating and maintaining 50+ job opportunities in the public and private sector for participants exiting the WIOA program. Build relationships with employers from across multiple industries, especially high growth sectors.
- Be available to youth who have completed active participation in the program to continue to assist in job coaching and advising, as needed.
- Regular data entry into Salesforce and databases. Follow up is essential.

## **Qualifications**

- BA/BS from an accredited college or university in Counseling, Education, Psychology, Social Work, or other human services fields is preferred. Other combinations of education and experience will be considered.
- 2+ years' experience working with youth, immigrants, low income populations from diverse socio-economic, cultural, and ethnic backgrounds and have a strong passion to help empower individuals to make positive changes in their lives.
- 2+ years' experience creating professional relationships with the business sector/private employers.
- Must have excellent written, verbal, organizational, leadership, and interpersonal communications skills and be detail-oriented.
- Experience with program coordination and staff supervision preferred.
- Case management and counseling experience is a plus; Bilingual English/Spanish is a plus.

## **Compensation and How to Apply**

A competitive salary and benefits package is offered. Interested candidates should submit a résumé and cover letter to [info@Jobtrainworks.org](mailto:info@Jobtrainworks.org). JobTrain is an equal opportunity employer. Successful candidates must have legal residency and work eligibility in the United States (per INS Form I-9 instructions). **JobTrain will require the successful candidate to undergo a background check.**