

## **JOB COACH/JOB DEVELOPER - USES**

The mission of United South End Settlements (USES) is to harness the power of our diverse community to disrupt the cycle of poverty for children and their families. We believe families have the best chance to reach their potential when they have long-term, holistic support. At USES, our focus is on helping caregivers and families with children under 12, although our door is open to children and adults from diverse family settings.

USES also believes that children and their families can access the greatest opportunities when we welcome people from various backgrounds and perspectives. We intentionally promote community and bring together people from different backgrounds through diversified enrollment, volunteerism, networking and other community building opportunities. USES operates in three locations in the South End – Harriet Tubman House, South End House, and the Children’s Art Centre – and Camp Hale on Squam Lake in New Hampshire. To learn more, please visit our website at [www.uses.org](http://www.uses.org).

### **GENERAL DESCRIPTION**

USES currently offers a workforce training program targeting entry-level placement and advancement in administrative positions. Reporting to the Director of Workforce Readiness, the Job Coach/Job Developer is responsible for job development and placement services, employer relations, job readiness instruction, and career counseling for participants in our administrative office training program. This training enrolls 12-15 participants in three cycles/year.

In addition, this position is responsible for helping build capacity of other staff to provide job readiness and job search assistance to participants who are engaged in coaching and may have a wide variety of career interests. This is a Full-Time position that requires periodic evening hours.

### **RESPONSIBILITIES**

#### **Organizational Responsibilities:**

- Partner closely with other Program Directors and Managers to create more seamless transitions from USES workforce development training into other USES programs and to capitalize on opportunities to better support low income families
- Participate in cross-program meetings and facilitate the sharing relevant information pertaining to families engaged in multiple USES programs
- Support the collection and use of data about children and families for continuous program improvement and fundraising; completes monthly/quarterly program reports to ensure progress toward outcomes
- Work with other USES staff to plan and implement agency wide workshops, celebrations for children and families
- Actively contribute to the implementation of USES strategic goals and objectives; help advance USES’ mission and values

### Job Development (approximately 45%):

- Build relationships with local employers and community partners to identify, develop, and secure employment and related opportunities for participants
- Facilitate employer participation including resume review, mock interviews, and presentations
- Conduct labor market analysis to identify possible new employer partnerships and industry sectors appropriate for our graduates

### Instruction and Counseling (approximately 40-45%):

- Provide the job readiness workshops for training participants
- Prepare current and previous participants for employment, including employment plans, networking, resume & cover letter preparation, job applications, interviews, and job negotiations
- Provide post-employment counseling and support to participants in the next step of their career pathway
- Provide feedback on curriculum and strategies designed to facilitate employment
- Assist in conducting assessments and skills analysis of participants

### Other (10-15%):

- Train and ensure quality of other staff who are providing more generalized job readiness and job search support
- Serve as expert on outside vocational and educational resources
- Identify and coordinate internal and external events for students, such as attending job fairs
- Perform other duties as requested and as schedule allows

## **QUALIFICATIONS**

- Minimum 2-3 years experience help adults find and retain employment and a minimum 1-2 years experience in job development or managing employer partnerships
- Associates Degree, preferably in counseling, sociology, psychology, or related human services; Bachelors preferred
- High level of cultural awareness and respect and commitment working with diverse participants to overcome barriers to success
- Strong interpersonal, organizational, time management, and oral and written communication skills; able to prioritize multiple responsibilities
- Experience in public speaking, presenting, and group facilitation
- Excellent customer service and relationship management skills
- A strong team player who can also work independently to accomplish goals
- Proficiency in Microsoft Office Suite (Outlook, Word, Excel, Internet Explorer)

**PHYSICAL REQUIREMENTS** (with or without accommodation)

- Must be able to reach, stand, finger, grasp, talk, hear, and be capable of repetitive motion
- Position requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly
- Work requires close visual acuity
- Position is not substantially exposed to adverse environmental conditions

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The above statement reflects the general details considered necessary to describe the principal function of the job identified and shall not be considered a detailed description of all the work requirements that may be inherent in the job.

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**To apply, please email resume and cover letter to [humanresources@uses.org](mailto:humanresources@uses.org). In the subject line, please specify the position to which you are applying. No phone calls, please.**



UNITED SOUTH END  
SETTLEMENTS

Harriet Tubman House  
566 Columbus Avenue  
Boston, MA 02118  
617.536.8610

South End House  
48 Rutland Street  
Boston, MA 02118  
617.375.8150

## Opportunities for **your** family

Families have the best chance to reach their potential when they have long-term, holistic support. At USES, our focus is on helping caregivers and families with children under 12, although our door is open to children and adults from diverse family settings.

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### Children

We provide children with quality education and enrichment opportunities that promote their own personal development, expand their horizons, and ready them for school and beyond. A special focus of our programs is on helping children build skills like perseverance, communication, teamwork, and problem-solving.

We offer:

- High quality, year-round **early childhood education** for children ages 3 months - 5 years
- After school and summer enrichment for children ages 5-12 through **club48**
- Focus on arts and STEM (science technology, engineering, and math) in all our youth programming
- **Camp Hale**, a sleepaway summer camp in NH for boys and girls ages 6-17



Want to learn more about our Youth Programs? O'Neil Williams | 617-375-8157 | [owilliams@uses.org](mailto:owilliams@uses.org)

### Parents & Caregivers

We work with parents and caregivers to develop their capacity to reach their goals, increase their income and assets, and connect with new networks of people.

- Through **coaching**, we provide support in setting goals, identifying and overcoming barriers, connecting to resources, and helping you stay on track. Our participants focus on reaching goals for their family, education, career, finances, and/or around community connection or engagement.



- **Microsoft Office Administrative Training (MOAT)** prepares graduates for working in entry-level administrative positions by providing computer and Microsoft Office training, job readiness and workplace preparation, job placement assistance, and continued support once on the job.

Want to learn more about Coaching? Melody Valdes | 617-375-8144 | [mvaldes@uses.org](mailto:mvaldes@uses.org)

Want to learn more about Job Training? Leah Samura | 617-375-8196 | [lsamura@uses.org](mailto:lsamura@uses.org)

Email [volunteers@uses.org](mailto:volunteers@uses.org) to volunteer!