POSITION: Young adult career center services outreach specialist

REPORTS TO: Youth Transitions Director

BACKGROUND: Since 2017, the percentage of BPS graduates who do not enroll in college or certified training within one year has increased from 30% to almost 50%. There are many contributing factors, including but not limited to the pandemic, and our analysis continues to take shape, but the consequences are clear. There are many more young adults who are not accessing the education and training that will enable career advancement. In addition, they are no longer connected to public education or the public workforce system.

The Boston Private Industry Council (PIC) is partnering with the JVS MassHire Downtown Boston Career Center to provide career coaching, employment connections, and job-training referrals for young adults (18-24) in a supportive environment. This work will respond to a clear need and help to inform a broad-based response from multiple institutions in collaboration with collective impact groups such as the Opportunity Youth Collaborative and Success Boston.

JOB DESCRIPTION: Working with the JVS MassHire Downtown Career Center, the PIC outreach specialist will help to develop and implement strategies to bring young adults into the career center at JVS to access career coaching, employment connections, and job-training referrals. This new initiative will focus on (1) recent Boston Public Schools graduates, (2) Workforce Investment and Opportunity Act (WIOA) training program participants, (3) community college stop-outs, and (4) other 18-24-year-olds not enrolled in postsecondary education or training.

The outreach specialist will contact young adults by phone, text, and other means, using lists provided through the PIC, in order to connect individuals with a young adult career coach at the center. The specialist will also work with local CBOs and high schools to make young people aware of the career exploration, job-placement, and job training opportunities available to them through the MassHire Downtown Boston Career Center services.

GENERAL RESPONSIBILITIES:

- Actively recruit disconnected BPS graduates and community college stop-outs for young adult career center services – in person, by phone, and by text, using lists provided by the PIC
- Communicate and engage with key partners, such as the Boston Public Schools, community-based organizations, and prospective partners to increase community awareness of young adult career services at the Career Center
• Work with JVS and the Career Center to develop a social media outreach strategy
• Document outreach efforts and referrals to the Career Center in the MOSES database
• Create reports for the PIC-JVS implementation team and for interested groups, such as the Opportunity Youth Collaborative and Success Boston
• Assist career coaches in reaching out to program participants who have initially engaged but have then stopped engaging
• Help Career Center and PIC staff to tailor services for the young adult population and to continuously improve those services and our outreach and referral practice
• Participate in PIC meetings and events
• Other tasks as assigned

DESIRED QUALIFICATIONS

• 1-3 years of experience in working with young adults with barriers to education or employment
• Experience working with young people ages 18-24, knowledge about the Opportunity Youth population and positive youth development framework
• Outstanding interpersonal, customer service, communication, and organizational skills
• Ability to form relationships with urban young adults
• Ability to work in a multi-cultural, fast-paced environment
• Knowledge of community resources and community gathering hubs
• Strong Microsoft Office and data-entry skills, basic reporting and uploading experience
• Fluency in a second language, such as Spanish, Haitian Creole or Cape Verdean Creole, a plus
• Knowledge of the cultural and demographic landscape of young adults in Boston
• Outgoing and self-motivated work style
• Postsecondary degree preferred

Please submit cover letter and resume to Fiona Simpson (Fiona.simpson@bostonpic.org)