



**POSITION:** Launch Career Navigator-Project Manager

**REPORTS TO:** Youth Transitions Director

**JOB DESCRIPTION:** Working with the PIC Launch team and the United Way, the Career Navigator-Project Manager (Navigator) will provide job readiness training, connections to employment, and career coaching for Launch participants who choose to focus on employment in the near term. The Navigator will work with the PIC Employer Engagement team and the Mass Hire Career Centers to identify employment opportunities for participants. The project management component of the position involves overseeing the quality of data entry and reporting for the PIC team, assist in the upkeep of the Salesforce database, and upload Salesforce data into the Launch ETO database. The Navigator will work with the PIC Launch team and referral partners to help the team assess the quality of program and employment opportunities and to work with the team to improve referral, handoff, and participant support practices continuously.

**BACKGROUND:** Funded by the Department of Housing and Community Development of the Commonwealth of Massachusetts (DHCD), the PIC is a partner in Launch, a newly-formed consortium of community-based partners, organized to create a coordinated system of outreach, assessment and referral, for opportunity youth, ages 18-24, who are living in state-subsidized housing. Opportunity youth are under- or unemployed and not enrolled in education and training. The goal is to develop career plans for these young people and refer them to job training, employment or education services that advance them along their career pathways.

Launch includes four nonprofit partners in addition to United Way, the lead partner, all working together to integrate case management services with financial coaching. Collectively, Launch will increase awareness of and engagement in programs that increase employability for several hundred young adults, connecting them with job training, employment and education. In addition, Launch is supported by three Financial Opportunity Centers, which will provide financial planning services to participants.

**GENERAL RESPONSIBILITIES:**

**Employment and case management**

- Assist participants in developing job-readiness skills
- Develop career plans with participants and assist them in following through on the plans
- Connect participants with employment
- Maintain regular contact with participants to discuss how they are doing in their current program and/or job and to identify ways they might advance their careers over time

## **Project management**

- Oversee the quality of data entry and reporting
- Update Salesforce database and reports as needed; upload Salesforce database into United Way ETO database monthly
- Maintain a working directory of job training, education and workforce development programs for referral purposes
- Work with PIC Launch team to assure quality in external referrals and handoffs within the team
- Work with PIC Launch team to develop and maintain strong participant support protocols

## **Relationships**

- Develop strong relationships with workforce and training programs
- Develop strong relationships within the PIC and within the Launch network
- Actively contribute to PIC and Re-Engagement team meetings, Launch network meetings, and shared program goals
- Work collaboratively with Launch Project Director, Launch Career Coaches, Launch Job Coach, and partners to identify successes and challenges of the network system, share best practices, and implement changes to the network as necessary

## **DESIRED QUALIFICATIONS**

- 3-6 years of experience in working with young adults with barriers to education or employment.
- Experience working with young people ages 18-24, strong knowledge of opportunity youth population and positive youth development framework
- Outstanding interpersonal, customer service, communication and organizational skills
- Ability to work in a multi-cultural, fast-paced environment
- Ability to form relationships with urban young adults
- Familiarity with local and state public housing networks and policy
- 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
- Postsecondary degree preferred

Please submit cover letter and resume to Cameron Mendes-Moreau ([cameron.mendes-moreau@bostonpic.org](mailto:cameron.mendes-moreau@bostonpic.org)) by Friday, September 20, 2019.