



POSITION: **Launch Outreach Specialist**

REPORTS TO: **Launch Outreach Manager**

JOB DESCRIPTION: Working with the PIC Launch Outreach Manager, the Outreach Specialist will reach out to residents of Boston Housing Authority developments and other state-funded public housing units to recruit young adults who might benefit from career coaching, employment services, and education or job training referrals. The outreach team will spend time at local developments to develop relationship with staff, tenant task forces and residents—particularly the young adults. The outreach team will refer interested young adults to Launch career coaching services at either the PIC or Jewish Vocational Service (JVS). The idea is to provide a secure handoff by introducing the young adults in person to the career coaches, who will then introduce them to employment, education, and training options.

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 amongst several hundred young adults, connecting them with job training, employment and education. Launch is supported by three Financial Opportunity Centers, which will provide financial planning services to participants.

GENERAL RESPONSIBILITIES:

Outreach and secure handoff

- Reach out to young adults living in state-funded public and subsidized housing
- Complete initial field intake and make appropriate referral of young person to Launch partners PIC and JVS for career coaching services
- Reach out to key partners and contacts (resident associations, property managers, etc.) to identify potential candidates for the program
- Assist Career Coaches in reaching out to program participants who have stopped attending Launch program activities

Relationships

- Maintain constant communication with the PIC Launch Outreach Manager, the United Way Launch Director and PIC Launch team, regarding participant enrollment, follow-up, crisis and safety
- Communicate with and engage key partners (property managers, residential associations, community health centers, etc.) to increase community awareness of the Launch program
- Represent Launch at community events, meetings, learning communities
- Actively contribute to PIC and Re-Engagement team meetings, Launch network meetings, and shared program goals
- Work collaboratively with PIC Launch team and the United Way Launch Project Director to identify successes and challenges of the network system, share best practices, and implement changes to the network as necessary

Data and case management

- Use Google outreach database to manage daily and weekly priorities, outreach and target lists, schedules, etc.
- Maintain Google outreach data base, entering data on work with participants on a daily basis, to record status of referral, completion of assessments and all other tools as required for evaluation purposes
- Use Google outreach database and data provided by housing agencies to map and track outreach efforts, participant contacts, referrals, case notes, and other information required
- 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, strong knowledge of opportunity youth population and positive youth development framework
- Ability to form relationships with urban young adults
- Outstanding interpersonal, customer service, communication and organizational skills
- Ability to work in a multi-cultural, fast-paced environment
- 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) by Friday, July 12, 2019.