



## Job Description Employment Services Coordinator

### **Organizational Summary**

The Youth Empowerment Project (YEP) is a community-based, 501(c) 3 non-profit organization that provides an array of services to underserved youth in the Greater New Orleans region. YEP provides the highest quality services to all of our youth and their families.

### **YEP Mission**

The Youth Empowerment Project engages underserved young people through community-based education, mentoring and employment readiness programs to help them develop skills and strengthen ties to family and community.

### **YEP Vision**

YEP envisions a community where all people have access to the opportunities, skills, resources and relationships they need to actualize their potential.

### **Position Summary**

The Employment Services Coordinator (ESC) will cultivate job placement and externship opportunities for youth in YEP's Work and Learn Center with a focus on the hospitality industry. The ESC will report directly to YEP's Work & Learn Program Director. The ESC will work proactively to develop new relationships with local employers, maintain and expand current employer relationships and work with youth to gauge employment needs. The ESC will develop and maintain relationships with current and previous YEP participants, assist them as they transition into new employment opportunities and provide ongoing support for advancement and long term career pathways. The ESC will also represent YEP in local and national collaborative conversations/efforts related to workforce development to ensure that whenever possible there is alignment with YEP's work and larger initiatives.

### **Position Responsibilities**

Although the following list is not exhaustive, it covers a wide range of the Employment Services Coordinator's responsibilities:

- Support youth through the entire hiring and employment process including holding weekly open hours, managing an extensive portfolio of job prospects tailored to various interests and skills, application completion assistance, and interview preparation. Once students secure employment, this extends to regular coaching, oversight and intervention during the first few months on the job as well as creating advancement opportunities for youth;
- Assist youth in setting employment goals and establishing realistic timelines to achieve goals;
- Monitor youth's progress toward goals through regular check ins and in conjunction with other staff assist with overcoming barriers to meeting goals;
- Assist youth in handling work related issues and promote self-advocacy;



- Collaborate with YEP's Soft Skills Instructor to introduce employment opportunities to each class and work with youth to help identify their desired career pathways and interests;
- Identify and establish new employment and externship opportunities for YEP participants;
- Cultivate and maintain relationships with current employment and externship partners;
- Build and strengthen connections to career pathways. This will include educating potential employers about YEP programs and the demographics served, identifying placements for YEP students, and collaborating with employers to strategically optimize mutual gains for both the employer and students;
- Represent YEP in local and national collaborative conversations and efforts related to workforce development and ensure alignment with YEP's mission and vision; and
- Track and maintain relevant data in YEP's database, ETO (such as employment placement, retention, partnerships, etc.).

### **Training**

The Employment Services Coordinator will receive on the job training and work closely with the Work and Learn Director and all Work and Learn staff to learn the specifics of Work and Learn programming and to develop a plan for future training and support. The ESC will also receive training in YEP's data management system, the Efforts to Outcomes (ETO) database.

### **Qualifications**

- Educational attainment of a Bachelor's Degree at minimum
- Excellent writing and oral communication skills
- Strong organizational and time management skills
- Experience in and an understanding of Human Resource functions
- Two years or more of working with young adults 16-24 years of age
- Deep belief in the core values of YEP and commitment to the youth in New Orleans and the mission of the Youth Empowerment Project
- Ability to work effectively and respectfully with a broad range of people from diverse cultural, ethnic and socio-economic backgrounds
- Maintain confidentiality with respect to participant, personnel and proprietary agency information
- Flexibility, dependability and an excellent work ethic
- Familiarity with New Orleans' neighborhoods and comfort working in a range of settings
- Driver's license and reliable transportation
- Experience in and connections to the hospitality industry would be a bonus

### **Salary and Compensation**

Competitive salary plus an excellent benefits package. This position is full time.

**To be considered for this position please email your resume and cover letter to Holly Heine at [jobs@youthempowermentproject.org](mailto:jobs@youthempowermentproject.org). NO PHONE CALLS, please.**