



Job Description

Soft Skills Instructor, Work and Learn Center

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 Soft Skills Instructor (SSI) is responsible for providing caring, quality, innovative, and appropriate soft skills delivery to youth at the Work and Learn Center through all phases of programming, from when students begin the program through to entering the workforce and beyond. The SSI helps youth navigate all Phases of Work and Learn Center programming including externships as well as entering and managing Work and Learn Center data in the ETO software system. The SSI works closely with the Youth Services Coordinator (YSC) and the Director of the W&L Center to provide a supportive learning and environment for students. The SSI reports directly to the Director of the Work and Learn Center.

Position Responsibilities

The Work and Learn Center SSI will work closely with the Youth Services Coordinator (YSC) to enroll youth in the program (including reviewing applications and coordinating interviews). The SSI will provide classroom-based soft skill instruction to all youth as they progress through the curriculum (including through externships and placement in the workforce). The SSI works closely with the YSC and Director to identify externship, job training, and employment opportunities for young people. The SSI is expected to be a team player and flexible in regards to job responsibilities as this position continues to be defined. As such, the SSI must be willing to assist in youth services coordination, data entry and management, forming and maintain relationships with community partners and employers, and providing soft skill instruction and employment supports to young people engaged with the Work & Learn Center.

The SSI will be expected to research and be aware of current best practices and promising practices in soft skill instruction and to incorporate new and innovative strategies that help to ensure that young people have a positive experience in the soft skill component of the program and that they are



increasing their skills and are more employable than when they entered the program. Working alongside the business managers who oversee Work and Learn Center businesses, the SSI will be expected to integrate soft skills delivery within each of the hard skill trainings.

The SSI will be responsible for the following, however, this list is not exhaustive:

- Deliver soft skills curriculum to every class and phase of Work and Learn
- Regularly review and improve soft skills curriculum to reflect changing learning needs and
 - opportunities, including engaging in local and national conversations and implementation
 - strategies to insure best practices and up to date curriculum models.
- Participate in local and national conversations about soft skills best practices and curriculum improvement
- Develop healthy mentoring relationships with youth.
- Work with staff to identify and promote youth's strengths to support them in transitioning to
 - employment, externships, or other job opportunities.
- Regularly review each youth's progress toward meeting their goals, with youth and with staff
- Model pro-social behaviors for youth.
- Provide transportation to youth clients (and families as required) to and from appointments and activities if needed (though not a primary responsibility).
- Support the YSC in gathering and recording data to meet Work and Learn Center's ETO data entry responsibilities.
- Assist in identifying externship and job opportunities for youth.
- Attend all mandated trainings related to professional skill development.
- Submit timesheets, contact forms and transportation logs in a timely manner.
- Collaborate and share information with other Work & Learn Center staff to best meet the holistic needs of all youth served.
- Assist with general operation of Work and Learn businesses as needed.
- Interact positively with external donors and board members and provide insight on curriculum and soft skills development as requested.
- Administer and record pre- and post-test information that demonstrate youths' skill development throughout the program.
- Assist with providing employment readiness and placement support to youth across YEP programs as necessary.
- Support retention and promotion of students in the workforce once placed in employment.
- Other responsibilities deemed necessary by the Director of the Work & Learn Center.

Training

The SSI will receive necessary training in areas that include effective communication with youth and families, adolescent development, advocacy in a variety of settings, positive mentoring activities, navigating local systems, understanding and helping traumatized youth, and understanding applicable professional, ethical, and legal rules. The SSI will also receive training in business specific operations, Work and Learn curriculum, and YEP policies and procedures.



Qualifications

- Minimum of one year working with young people (three or more years of experience highly preferred)
- Deep commitment to supporting and working with youth
- Commitment to YEP's mission
- Excellent interpersonal skills and the ability to develop positive relationships with a wide range of stakeholders (including young people, families, employers, board members, donors, and funders)
- Ability to work “hands-on” and deliver technical skills instruction to groups of youth participants
- Must be able to supervise, lead and motivate youth
- Willing to work nontraditional hours, including evenings and weekends
- Flexible, dependable and has an excellent work ethic
- Ability to manage time effectively and work autonomously and as a team
- Must be flexible and able to make adjustments to roles and responsibilities as the program develops and expands
- Must have a positive attitude and be a team player
- Familiarity with New Orleans schools and youth serving agencies/employment agencies
- Strong written and verbal skills
- Computer literate (good typing skills and proficient with Microsoft office)
- Must own a car and possess a valid Louisiana driver's license and insurance
- Be at least 21 years of age
- Understanding relevant practices of youth development

Salary and Compensation

The starting salary for the Soft Skills Instructor is competitive, plus YEP’s excellent benefit package. The position is full-time.

To be considered for this position please email your resume and cover letter to Holly Heine at jobs@youthempowermentproject.org. NO PHONE CALLS, please.