



Make the Road New York

Make the Road New York hiring: Health Job Training Program Administrative Coordinator, Bushwick , Brooklyn

Make the Road New York (MRNY) builds the power of Latino and working class communities to achieve dignity and justice through organizing, policy innovation, transformative education, and survival services. Make the Road New York operates neighborhood-based community centers in Bushwick, Brooklyn; Jackson Heights, Queens; Port Richmond, Staten Island; and Brentwood, Long Island. With a membership of 20,000 low-income New Yorkers, MRNY tackles the critical issues facing our community: workplace justice, tenants' rights, immigrant civil rights, language-access, LGBTQ justice, public education, health care access, and immigration reform.

MRNY is a multi-service organization. Our Education Department offers English to Speakers of Other Languages (ESOL), citizenship preparation, health job training programs, and in-school and after-school youth programs. Our Community Organizing Projects help New Yorkers to implement strategies to combat shared problems, and develop leadership and the capacity for civic participation. And our Departments of Legal, Health & Support Services provides direct legal representation, case management, and facilitated enrollment into public health insurance programs, training, and strategic support for members and organizing campaigns. Our attorneys and advocates specialize in labor and employment law, public benefits, disability benefits, housing law, healthcare and health insurance access, immigration, public education, domestic violence, and LGBTQ (Lesbian, Gay, Bisexual, Transgender and Queer) civil rights issues.

MRNY's NYC based Adult Education team is seeking a highly motivated, compassionate and skilled individual with experience working in the adult education field to join our team. We are seeking a Health Job Training Program Administrative Coordinator. The person in this position is tasked with coordinating and carrying out the outreach, intake, case management for MRNY's Community Health Worker Training and Bridge to Health Careers Class, as well as supervising others working on that effort. In addition, s/he will be providing some support with grant reporting and case management.

Responsibilities:

Health Job Training Program Outreach/Intake work

Manage and carry out with PT admin assistants, interns and volunteers, the institutional, street, individual and social media outreach strategy needed to find and enroll approximately 80 candidates a year in MRNY's two free Health Careers Training Programs (20 per cohort minimum, for 2 cohorts of each class a year).

The **Outreach/intake work** includes, among other things:

- Developing and implementing outreach strategy in coordination with other staff
 - Strategically revising plans as needed and communicating internally with Health training instructors and other team staff on all aspects of the program administrative side
- Communicating with other staff and volunteers regularly to move the work forward and to check in on the status of work toward our goals
- Communicating directly with individuals, agency partners, and others across the city to promote the programs
- Building relationships with community organizations/service providers not already strongly networked with MRNY to facilitate better connections for referral purposes
- Updating and distributing outreach materials
- Making and tracking of orientation/testing/interview appointments for trainings
- Orienting potential candidates about the programs
- Assessing students to determine eligibility
- Enrolling students in classes using an in-house Salesforce Database
- Maintaining data related to outreach and intake in a specialized Google database for this purpose
- Helping with filling out any forms needed, answering and making phone calls, photocopying, faxing, filing, typing, updating waiting lists
- Updating/maintaining a manual describing and guiding this work

Supervision

Coordinate and manage efforts undertaken by the **Health Job Training Program Outreach/Intake Assistant** as well as work done by volunteers and other MRNY staff members working some hours on this project.

- Gather ideas for how to grow and change the team's outreach/intake work for the better from staff and volunteers and support their leadership and personal growth.
- Attend relevant professional development opportunities and support the participation of other team members as well

Case management (as time allows)

Provide case management support to students enrolled in MRNY Adult Ed health training classes, following a process to include class presentations/surveying, individualized assessment, referral making and supporting, and follow up to resolve cases.

- Track content of surveys and follow up referrals and case status using data tracking systems that best meet our needs
- Refer to and update consistently the resource materials we have that outline available services for our NYC based offices

Grant reporting support (as needed)

- Provide program data to MRNY's Adult Education team Senior manager and Data Coordinator for reporting purposes.

Team/Organizational Communication

- Attend all team, leadership team, MRNY staff, 1 on 1 support meetings, and other meetings as needed
- Stay on top of all emails relevant to job description and organizational needs
- Maintain communication wt HR and IT/tech support for any needs that arise
- Identify communicate program needs to the Program Director
- Assist in program development by participating in on-going reflection and change making process

REQUIREMENTS:

- Must have *at least* 3 years experience working in adult education programs in a non-profit setting
- Preferred but not required: BEST Plus and TABE testing certification, and Bilingual English/Spanish
- **Must be**
 - a self-starter with strong organizational skills and strong attention to detail
 - a highly professional and team oriented with a passion for excellence and eagerness to help the department meet our goals.
- **Must also have:**
 - The ability to multi-task, prioritize, and complete assignments under strict deadlines with minimal supervision in a fast paced environment
 - Strong planning and supervision skills
 - A sense of humor and ability to work under pressure required
 - A strong working knowledge of spreadsheets, Microsoft Office suite, Gdrive and how to use a database (ideally Salesforce) to enter or look for data or to run reports
 - Experience working in a multi-cultural and multi-ethnic work environment
 - Flexible work schedule, some evenings or weekends required
 - Strong verbal and written communication skills
 - High level of accountability and initiative; needs to be a self-starter and eager to do team work to support the organization as a whole
 - A commitment to collective action and community organizing

SALARY AND BENEFITS:

Starting salary is based on a scale set by a democratically-elected personnel committee and will depend on factors such as experience and education. MRNY offers an excellent benefit package including health insurance, 401K, and generous paid vacation, sick, personal days.

How to Apply: Applicants should send resumes and cover letters to Adulthoodeducationjobs@maketheroadny.org .

Note: When applying, **please put your name & name of the position and date of initial inquiry in the email's subject line.** Ex.- Subject: Jaime Smith-Health Training Prog Admin Coord-7.11

APPLICATION DEADLINE: End of July 2019, applications earlier in July preferred. Interviews will be scheduled for early/Mid August, with an expected start in early September.

MRNY is an equal opportunity employer and is committed to a diverse staff. Women, LGBTQ, people with disabilities and people of color strongly encouraged to apply. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, genetic information, disability or marital status.