

Job Description

Title:	Engagement Specialist	Full-Time/ Part-Time:	Full-Time
Department	Education and Workforce Development	Hourly/Salary:	Salary
Work Schedule:	35 hours per week	Regular/Temporary/Seasonal:	Regular
Exemption:	N/A	FLSA Classification:	Nonexempt

Organization Overview:

The Stanley M. Isaacs Neighborhood Center (Isaacs Center) is a non-profit, multi-service organization focusing primarily on the needs of children and low-income families, out-of-school and out-of-work youth, and aging New Yorkers. We operate at community centers located in the neighborhoods of East Harlem and Yorkville, and seek to deliver programs that are impactful, innovative, and intergenerational.

Position Summary:

Each year, Education and Workforce Development at Isaacs Center provides out-of-work and out-of-school youth, ages 17 to 24, with education opportunities, job readiness training, intensive case management, and placement in sector-focused internships, apprenticeships, and employment. *There are no baseline criteria required to receive services, such as reading at specific grade level or having a high school diploma or its equivalent.* The Isaacs Center is seeking a highly motivated candidate to serve as the Engagement Specialist (Specialist). Reporting to the Coordinator of Academic Services, the Specialist is focused on the recruitment/retention of new/current/future participants, and provides assistance in both the education and career development components of our model.

Qualifications and Experience:

- Associate’s Degree or higher preferred. *Current college enrolled students with at least two years of work experience are strongly encouraged to apply*
- High school graduation or equivalent considered. Demonstrated skill at engaging peers appropriately, and establishing and maintaining effective and professional working relationships with peers.
- Ability to work effectively communicate with students, staff, faculty, and the general public in a courteous manner
- Strong organizational skills. Strong interpersonal, oral and written skills
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion
- Bilingual and bicultural skills desirable, but not required
- Ability to work some flexible hours (e.g., evenings and weekends)

Primary Duties:

- Develops, coordinates and conducts ongoing assessment of outreach and recruitment strategy
- Facilitates intake screenings and interviews students to obtain information to determine eligibility for various programs and services and gives information about and refers students to programs and services internally and externally
- Develops and maintains database of referral sources for potential applicants. Analyzes information to improve and ensure program candidate referral appropriateness
- Develops, coordinates, and conducts targeted outreach to program graduates and alumni
- Communicates with program graduates and alumni in order help maintain their engagement with then model
- Oversees a “street team” of junior staff who are responsible for recruiting new participants, and communicating our message
- Encourages young people who have left the program to re-engage

- Provides classroom support to instructors as needed. Proctors exams, tests, and assessments
- Assists in the development and presentation of Isaacs Center Scholarship Programming
- Tracks and reports key metrics designed to measure and predict recruitment activity
- Actively participate in all staff activities and cross-functional projects
- Perform other duties as assigned

The Stanley M. Isaacs Neighborhood Center is an equal opportunity employer and considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.