

Success Coach

Position Overview

Description

Found in Translation was founded in 2011 in order to create opportunity at the intersection of two social problems: health access disparities and economic inequality across race, gender, and ethnicity. Through education and supportive services, we connect top talent in low-income communities with well-paying jobs in one of the fastest-growing fields in the US. Our Medical Interpreter Certificate training and job placement program supports our two-fold mission:

- To give low-income bilingual women an opportunity to achieve economic security through the use of their language skills
- To unleash bilingual talent into the workforce to fight racial, ethnic, and linguistic disparities in health care

Summary

The Success Coach works directly with program participants during the Medical Interpreter Certificate training and beyond, both through alumnae programming and individualized support, to encourage continued professional and economic success.

The Success Coach provides intensive, individualized support to a caseload of students and recent graduates, and group support to 300+ members of the alumnae community, as well as occasional, as needed individual support to members of the alumnae community. In addition to case management responsibilities, the Success Coach provides a regular supportive presence in the Medical Interpreter Training Program to form relationships with and be available to students, and oversees volunteer recruitment and management of supportive service related volunteers. The role is both relationship-based and skills-based, individual-oriented and systems-oriented, and requires strong critical thinking and problem-solving skills, as well as a genuine passion for our mission.

This is a hybrid position, with the schedule for in-person and remote work informed by participant needs and program events. The work environment is a small, collaborative team that values a diversity of experience and background, and a strong commitment to racial and gender justice. Evening and weekend availability is required. This is a full time, non-exempt, hourly position, reporting to the Program Director.

Key responsibilities

INSTRUCTION AND STUDENT SUPPORT

- Coordinate the professional development component of the Medical Interpreter Certificate Training program. This includes: providing instruction, securing instructors and guest speakers, recruiting/training/supporting mentors, collecting and reviewing student assignments, providing feedback to students, and attending sessions as a support for instructors and participants.
- Participate in the organization and maintenance of program materials in Canvas (learning management system), Google Drive, and Dropbox. Provide logistical support for creation and recording of new materials by collaborating with instructors.
- Maintain accurate, up to date records of student attendance, test scores, and other performance indicators, collaborating with the faculty and the program team to ensure they have the information they need to monitor student progress and provide them with academic and wraparound supports.
- Partner with the program team during midterm and end of cycle meetings to deliver constructive feedback to students.
- Facilitate social, economic and academic supports such as childcare, transportation, technology and tutoring, in collaboration with the Program team and faculty.
- Set financial fluency curriculum strategy and partner with external experts for content delivery.
- Lead response to program participants' supportive service needs through assessing goals, barriers, risks and opportunities; identifying resources; determining prospective strategies and next steps collaboratively with participants in a strengths based, culturally responsive way.
- Respond to participants experiencing crisis and make appropriate referrals to service providers such as mental health counseling, housing, access to food and basic needs.
- Collaborate with program staff to meet students' technology equipment related supportive service needs. Assist with the distribution of equipment as necessary.

CAREER ADVANCEMENT & ALUMNAE OUTREACH

- Conduct outreach to alumnae and provide: one-on-one career coaching as needed, responses to questions through face to face meetings, phone calls, email messages, text messages.
- Post-training, create individualized goal plans with each program participant. Follow through on action items, such as applying to first jobs, establishing support networks, forming exam retake plans, providing references and writing recommendation letters.
- Build community among the alumnae both within and across cohorts through initiatives such as Alumnae Association meetings.

- Identify and promote outside career and continuing education opportunities to alumnae. Create and issue jobs digest [2x month] with employment and professional development opportunities.
- Support continued career advancement of 300+ alumnae by coordinating in-house continuing education opportunities as well as identifying and publicizing external events.
- Provide support as needed to the Interpreting & Translation Services team, by filling in to coordinate in-house assignments, liaise with employers and support graduates in job placement.
- Collaborate with Data Manager to support Found in Translation's outcome data gathering efforts by helping to solicit survey responses and provide individualized follow up.
- Track alumnae progress in continuing education and work experience, as part of the program's incentive system.

SELECTION

- Support the Program Coordinator in the recruitment and selection process for the Medical Interpreter Certificate training, including drafting and sending recruitment messaging, fielding inquiries from applicants and referral partners, maintaining and auditing the selection database and applicant materials and overseeing the recruitment cycle calendar and workflow.
- Co-lead information sessions with prospective MIC candidates

Qualifications

- A genuine resonance with and commitment to our mission.
- The ability to forge strong supportive relationships with clients from diverse backgrounds.
- 2+ years of relevant experience with a track record of success in one or more of the following areas: case management, workforce development, economic mobility, women's empowerment, immigrants and refugees.
- Demonstrated ability to balance multiple priorities and meet deadlines, and hold a sense of ownership of the work and its outcomes. Problem solving skills and ability to present possible solutions to supervisor.
- Strong verbal and written communication skills, organizational skills, and attention to detail.
- Preferred but not required: knowledge of the medical interpreting profession, experience in workshop facilitation, knowledge of the local nonprofit landscape and resources for low-income-earning individuals, experience reading and interpreting program data, familiarity with Google Apps/Google Docs/Google Drive and Dropbox.

Hourly Range

Starting hourly range is \$28.00 - \$29.20/hr depending on experience.

Full hourly range is \$28.00 - \$34.00/hr depending on performance.

Benefits

Competitive benefits package including generous time off (20 days per year of PTO and 20 paid holidays), 80% employer coverage of premiums on health insurance & vision coverage, 100% employer coverage of premiums on Short Term Disability & Life insurance & access to a 401(k).

How To Apply

To apply, please send a resume and cover letter to Kelly Lynch at careers@found-in-translation.org by September 30, 2024.

Statistics show that women, LGBTQIA+, BIPOC as well as other structurally marginalized groups apply to jobs only if they meet 100% of the qualifications. If this position excites you, Found in Translation encourages you to apply. No one ever meets 100% of the qualifications.

Found in Translation is an equal opportunity employer and is strongly committed to building and maintaining a culturally diverse workforce to represent the populations we serve. People of color, women, immigrants, people with disabilities and members of the LGBTQIA+ community are strongly encouraged to apply.