

Supportive Services Manager

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 Supportive Services Manager works directly with program participants, supporting their journeys toward significant gains in employment and wages with wraparound services and referrals.

The SSM provides intensive, individualized support to a caseload of 48-60 students and recent graduates per year, 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 SSM 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 opportunities 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. The position reports to the Program Director, and is a co-supervisor of the Outreach and Technology Coordinator.

Key responsibilities

- Lead supportive services strategy in order to drive the economic mobility and wellbeing of students and alumnae. Adapt strategy in response to participants' evolving needs, and forge partnerships with external organizations as necessary to meet these needs.
- Collaborate with Program Director regarding the creation and implementation of supportive service related procedures and policies.
- Facilitate social, economic and academic supports such as childcare, transportation, technology and tutoring, in collaboration with the Program team, faculty and external partner organizations.
- Co-supervise the Outreach and Technology Coordinator, who provides support on technology related supportive services.
- Set financial fluency curriculum strategy and partner with external experts for content delivery.
- Foster community and connection among students and alumnae through intentional programming within cohorts and between cohorts.
- Forge supportive relationships with program participants through regular outreach and engagement. Collaborate with Career Advancement Coordinator on one-on-one career coaching and program events as needed.
- 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.
- Recruit, train and manage Supportive Services volunteers, including childcare volunteers, and financial fluency instructors. Support Career Advancement Coordinator with recruiting mentors and other professional development volunteers as needed.
- Post-training, create individualized goal plan with each program participant. Follow through on action items, such as applying to first jobs, establishing support networks, forming exam retake plans.
- Monitor student progress toward acquiring strong foundational skills on regular intervals, including updated resume, cover letters, letter of recommendation and goal plan, in collaboration with program staff.
- Participate in the recruitment and selection of program participants for the Medical Interpreter Certificate program.
- Track program participant progress with monthly reports, and quarterly outcomes surveys.

Qualifications

- The ability to forge strong supportive relationships with clients from diverse backgrounds.
- A genuine resonance with and commitment to our mission.
- Social work degree: MSW preferred. BSW or LSW considered. Related degree plus relevant work experience in social work settings considered. No degree plus extensive relevant work experience considered.
- 3+ years of relevant experience with a track record of success in one or more of the following areas: case management in a community setting, social work, person-centered goal setting and outcome tracking, workforce development, economic mobility, women's empowerment, immigrants and refugees.
- A demonstrated ability to balance multiple priorities and meet deadlines, and a sense of ownership of the work and its outcomes.
- Ability to work independently and as part of a small multi-disciplinary team.
- Compassionate, flexible, collaborative work style.
- Familiarity with Google Apps/Google Docs/Google Drive and Dropbox.
- **Preferred but not required:** Experience in volunteer recruitment and management, knowledge of the local nonprofit landscape and resources for low-income individuals, knowledge of the medical interpreting profession.

Salary Range

Starting salary is \$70,720 - \$74,880 depending on experience.

Full salary range is \$70,720- \$91,520 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, dental & vision, 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 Renée Metelus at careers@found-in-translation.org by February 9, 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.