

# 2020 YouthWorks Job Coach Manager

Baltimore Corps - Baltimore, MD

Summer Youth Works Temporary Position: YouthWorks Job Coach Manager

Dates of Employment: July 1, 2020 – August 14, 2020

Compensation: \$19 per hour, 40 hours per week Monday - Friday, temporary without benefits

## Overview of YouthWorks:

[YouthWorks](#) is Baltimore's summer jobs program, operated by the Mayor's Office of Employment Development, that employs thousands of youth each summer. Typically, youth participating in YouthWorks hold positions within organizations throughout Baltimore. However, due to the COVID-19 pandemic and need for social distancing, YouthWorks 2020 will include a learn-to-earn virtual curriculum model. To support Youth and assist them in maximizing the summer experience, Job Coaches will assist students in navigating the virtual curriculum. Job Coach Managers will supervise a cohort of 10 Job Coaches.

## Job Description:

This is a supervisory role that supports a youth development program, serving youth ages 14 to 21 who will be completing a learn-to-earn virtual YouthWorks curriculum. As a Job Coach Manager, you will support and supervise a cohort of 10 Job Coaches who will each be supporting up to 15 youth during the summer. Job Coaches will be facilitating a virtual YouthWorks curriculum that creates a youth employment experience focused on developing youth in: Financial Literacy, Job Readiness, Career Planning, Health & Wellness, Cultural Awareness & Empowerment, and more.

## Essential Duties and Responsibilities:

- Lead and support a team of YouthWorks Job Coaches
- Monitor and assess performance of Job Coaches and provide coaching on necessary adjustments

- Facilitate daily check-ins with cohort of Job Coaches to assist with planning and identifying challenges
- Provide regular individual video conference sessions with each Job Coach
- Facilitate training support for Job Coaches
- Ensure data quality for attendance and task completion
- Analyze feedback surveys from YouthWorkers and identify areas for improvement for Job Coaches and virtual experience
- Provide suggestions to YouthWorks leadership about opportunities for improvement in the virtual experience and curriculum
- Actively seek out ways to better engage youth virtually in a digital learning environment and support Job Coaches to refer students to any specialized resources, as needed
- Build and maintain a rapport with Job Coaches
- Other duties as assigned

### Additional Qualifications and Personal Characteristics:

- Education: a minimum of a high school diploma or G.E.D.
- At least 21 years old.
- Prior supervisory experience
  - Ability to lead team meetings in a virtual environment
  - Ability to inspire and motivate a team
  - Skilled at training and leading a team
- Interest and passion for working with and supporting youth:
  - Empathy and experience working with youth from historically oppressed areas

- Familiarity and comfort with analyzing and adapting to support a student's learning needs
- Familiarity with coping strategies in crisis cases which allow individuals to overcome their problems or fears to create a more conducive development and learning opportunity
- Experience using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to learning barriers ◦
- Familiarity with building career and/or job readiness skills with youth
- Technology and online communication:
  - Comfort using Zoom or WebEx and online learning platforms to facilitate learning and team building
  - Ability to manage and facilitate communications via group video conferencing, email or instant messaging app, and one-on-one mentoring relationship
- Mature, self-starter with the desire and ability to initiate and execute
- Effective at conveying information to others through spoken and written communication

### Additional Requirements:

- Access to a computer or laptop with a microphone and camera and high-speed internet capabilities
- Ability to pass a mandatory criminal background check
- Ability to virtually report to work from 8:30 am – 5:30 pm, Monday - Friday
- This is a remote position

Posted On: Monday, June 1, 2020