



**Recruitment & Intake Manager  
(Boston and Waltham)**

Do you want to be part of a team that empowers youth to be part of their own solution? More Than Words offers an entrepreneurial, fast-paced work environment where successes and differences are celebrated. Bring your skills, compassionate accountability, and belief in the potential of our young people to a place where you can make a difference.

More Than Words seeks a dynamic, highly motivated professional to oversee the strategy, systems building, and execution of our outreach and referral program with the goal of building a robust, diverse pool of mission-fit applicants for ongoing training rounds at both the MTW Waltham and Boston locations.

This **new**, full-time salaried position reports to the Associate Director of Recruitment and Government Contracts and is aimed at deepening capacity to streamline and strengthen the recruitment and admissions process for a growing number of referrals as part of significant growth and expansion at MTW. This position will develop strategies to address waitlists, ensure appropriate touch points with applicants, improve efficiencies and improve coordination of youth moving through the intake pipeline.

**About More Than Words**

More Than Words (MTW) is a nonprofit social enterprise that empowers youth, ages 16-24, who are in the foster care system, court involved, homeless, or out of school to take charge of their lives by taking charge of a business. MTW offers job training opportunities and transition support services to equip youth with first-hand experience working as a team to operate retail and online businesses and to develop the tools to enable them to make progress around education, employment and life goals. The MTW model is premised on the belief that an actual job – one which provides hands-on, real-world training combined with high expectations, accountability and opportunities for personal development, is the best way to equip youth with marketable skills critical for success in work, college and life. See [MTWyouth.org](http://MTWyouth.org) for more information.

***MTW is an exemplary organization that has continually held up a mirror to identify areas for improvement and accountability; that ethic is part of the culture and fabric of MTW, and it extends to our commitment to ensuring our staff and board reflect the racial and ethnic diversity and lived experiences of the young adults we are privileged to serve. People of color are highly encouraged to apply.***

**Key responsibilities of this position include, but are not limited to:**

**Outreach**

- Streamline and build upon existing systems to ensure a positive, smooth and effective referral and intake process

- Proactively support the Associate Director in maintaining an outreach plan and calendar to include multiple outreach channels including social media, networking events, regular presentations, meetings, site visits at MTW and attendance at key events throughout the community
- Oversee effective use of database to track all contacts with referral entities and use regular reports to evaluate outreach efforts, track and interpret analytics regarding pipeline development in order to strategically focus time and other resources
- Cultivate existing community partnerships and establish new partnerships to ensure referrals of mission-fit youth to MTW
- Prep and support youth at key public advocacy and awareness opportunities, including at the state house, presentations at state agencies and other community events
- Develop and lead an outreach strategy that builds upon and maintains knowledge and awareness of More Than Words and ensures a healthy and robust youth pipeline

### **Intake/Case Management:**

- Communicate with interested youth and referral partners about the program, qualifications and intake process
- Support new referrals through the intake process, including scheduling tours, review of applications and completing referral check lists
- Build out a touch point system with collaterals and new partners
- Maintain an intake caseload and build new referral partnerships
- Conduct first round interviews with youth to assess readiness
- Schedule second interviews for mission-fit youth with Youth Development Managers (YDMs)
- Create and maintain youth admission files with systems to ensure all critical HR documents are in place
- Work with YDMs to track and identify youth for upcoming training rounds
- Develop new systems to support training rounds, including on-call spots and waitlists
- Support assessment of successes and failures of each training round

### **Skills and Experience**

- A passion for working with system-involved young adults and a strong commitment to the mission of More Than Words
- Minimum of 3 years professional work experience with some experience working with young adults (ages 16-24)
- Knowledge, understanding and experience working with DCF and other state agencies preferred  
Proven ability to identify needs, scope projects, implement strategy and execute multi-faceted processes in a team-driven context
- Strategic thinker with a demonstrated ability to use data to drive decision-making
- Proficiency with databases, preferably in Excel and Efforts to Outcomes (ETO)
- Skills and experience working with recruitment, admissions, partnership development, marketing/communications, and/or community organizing
- Strong communication and interpersonal skills with the ability to motivate a wide variety of people and quickly build rapport, trust, and credibility
- Significant relationship and/or client management experience; excellent executive presence and client building skills, with focus on details and follow through
- Strong critical thinking skills and ability to problem solve a range of issues
- Comfort with ambiguity; openness to change; adaptive leadership style

- Ability to demonstrate a high level of tact and discretion to maintain confidential/sensitive information
- **Valid driver's license and access to a car highly preferred**
  - Must pass MTW insurable driving record requirements

**Benefits:**

- Medical and Dental Insurance
- 401K
- Generous paid vacation and sick time
- Significant growth opportunities and professional development
- Employee Discounts

**Compensation:** Competitive; commensurate with skills and experience

**To Apply:** Send cover letter and resume to [Recruitment@mtwyouth.org](mailto:Recruitment@mtwyouth.org).

MTW's Boston and Waltham sites are both commuter friendly. Our Boston site is conveniently located near public transportation and our Waltham site is just a short walking distance from the Waltham stop on the Boston/Fitchburg commuter rail along with the MBTA 70 & 70A bus lines.

*More Than Words is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, sexual orientation, disability, age, citizenship status, veteran status or any other characteristic protected by applicable federal, state or local laws.*