



**Admissions and Community Engagement Manager
(Boston and Waltham)**

More Than Words seeks a dynamic, highly motivated professional to manage the referral, admissions, intake, community outreach and case file management systems for our youth. The Admissions and Community Engagement Manager will help lead outreach, community engagement and referral efforts to build partnerships and a robust and diverse pool of mission-fit applicants for ongoing training rounds at both the MTW Waltham and Boston locations. This is a full-time salaried exempt position.

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 for more information.

More Than Words is committed 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.

This position reports to the Chief Advocacy and Community Engagement Officer

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

Admissions and Case File Management (65%):

- Communicate with interested youth and referral partners about MTW and the intake process
- Support new referrals through the intake process including scheduling tours, review of applications, scheduling interviews, follow up for complete applications
- Reach out and follow up with referrals partners and key collaterals including state agencies, nonprofits, and families to obtain all necessary information to complete admissions
- Coordinate with government agencies funding youth slots to ensure appropriate referrals, approval process, paperwork, compliance, and reporting
- Build out a touch point system with collaterals and new partners to support ongoing referrals and updates about current youth
- Proactively liaise with Advancement Department around documentation and compliance with Government contracts and grants that fund some youth referrals
- Create and maintain youth admission files with fanatical oversight of compliance around all key documents signed and entered into the software database
- Work with Youth Development Staff to select youth for upcoming training rounds and transfer information from application stage
- Assess success of youth trainees to communicate with collaterals about process

Outreach and Community Engagement (35%):

- As part of the Advocacy and Community Engagement (ACE) team, identify, coordinate and lead community events, presentations, and meetings alongside young people to share about MTW.
- Collaborate with youth and staff on-site to coordinate and host site visits for community partners to visit and learn about MTW
- Proactively outreach to cultivate existing community partnerships and establish new partnerships to ensure referrals of mission-fit youth to MTW
- 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

Skills and Experience

- A passion for working with system-involved young adults and a strong commitment to the mission of More Than Words
- Skills and experience working with recruitment, admissions, partnership development, marketing/communications, and/or community organizing
- Critical attention to detail and ability track process steps and ensure follow through and completion by key deadlines
- Strong writing and communication skills including extensive and tenacious follow up by email and phone to obtain key information required by deadlines
- Significant relationship and/or client management experience; excellent executive presence and client building skills, with focus on details and follow through
- Strong communication and interpersonal skills with the ability to motivate a wide variety of people and quickly build rapport, trust, and credibility
- Knowledge, understanding and experience working with DCF and other state agencies preferred
- Strategic thinker with a demonstrated ability to use data to drive decision-making
- Proficiency with databases, preferably in Excel, Efforts to Outcomes (ETO) and Salesforce
- 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

Compensation: Commensurate with experience \$42,000 - \$52,000

Benefits:

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

To Apply: Please send resume and cover letter to: ACE@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.