



**Career Services Manager  
Waltham, MA**

**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.

**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.**

The Career Services Manager (CSM) will have a strong background in promoting post-secondary and career access for high-risk youth. This position is responsible for designing and implementing services to support youth to make a successful transition to post-secondary education and/or employment. They will work directly with youth participating in the core programs of MTW, as well as following up and serving youth during a 24 month period following successful completion of the MTW program. During the follow up period, the CSM will work with graduates to map concrete and measureable education and employment plans, to support youth to achieve their goals, to track their progress and to maintain their engagement with the MTW community.

This full-time position reports to the Waltham Site Director and works in partnership with the youth development and social enterprise teams. In addition to working directly with youth, the CSM is responsible for representing MTW to the community and for building and enhancing strong partnerships and collaborations with corporations, educational institutions and other community partners to generate education and employment opportunities for MTW graduates. As MTW is committed to using data to improve performance and results, the CSM is responsible for accurate and timely data tracking and for incorporating data inquiry as a critical learning tool to improve practice and programs.

**Key responsibilities of this position include:**

**Post-Secondary and Employment Access**

- Working directly with youth in the core MTW programs to support them to establish post-secondary education and employment goals, to develop the foundation and preparation required for successfully attaining these goals and for making a transition post MTW.
- Supporting youth and providing coaching around a series of employment and job readiness skills, such as applications, resume preparation, interviewing, attire, attitude, follow-up and networking.
- Scheduling and supporting youth to take advantage of post-secondary education and employment fairs, mock interviews, job searches and employment interviews.
- Supporting youth, providing coaching and making referrals to enable youth to assess realistic educational opportunities, to identify and develop the tools and skills to make a successful transition and to access and connect with post-secondary admissions, financial aid and other educational preparation options.
- Providing follow up, referral and support, and monitoring the progress of all MTW graduates.

### **Graduate Engagement and Support**

- Designing and implementing strategies to keep graduates engaged as part of the MTW community through networking events, linked-in community, and opportunities to speak with and train current youth, and events.
- Maintaining regular contact with all graduates and making referrals as appropriate, to support them to achieve their education and employment goals.
- Establishing and maintaining communication with educational and employment partners to monitor youth progress, to manage issues that arise and to continuously expand educational and employment opportunities for MTW graduates.

### **Partnerships and Collaborations**

- Representing MTW and enhancing the visibility and awareness of MTW and its youth development programs.
- Developing, cultivating and strengthening connections and collaborations with other organizations, with local businesses and educational institutions for the purpose of generating opportunities for youth participating in MTW.
- Developing and managing a database of educational and employment partners.
- In collaboration with Directors, cultivating employment and education partners for soft landings for youth graduating from MTW.
- Developing and maintaining partnerships that are supportive to youth with mental health and related barriers to employment.

### **Evaluation and Performance Management**

- Preparing reports as appropriate to fully maintain youth case files.
- Continually updating the ETO (Efforts to Outcomes) database to ensure accurate and timely tracking of information around youth and graduate progress.
- Supporting the preparation of data reports for the purpose of identifying trends and needs, to monitor youth progress and to align staff efforts with improved practice and results.
- Utilizing data to reflect and adopt strategies to motivate youth around meeting employment and education goals.

The ideal candidate should have a minimum of an undergraduate degree with at least 3 years of related work experience working directly supporting high-risk youth to meet education and employment goals and demonstrated track records in the workforce development field or in post-secondary education. They should have experience coaching youth to navigate career and college planning, possess strong facilitation skills and be able to inspire and motivate individuals and groups to work toward achieving goals. The ideal candidate must be responsible, flexible, hard-working, ethical, trustworthy, sincere and willing to hold youth accountable for their choices. A strong attention to detail and high level of organization, along with solid oral and written communication skills are essential. The ideal candidate must be professional, with strong interpersonal and team building skills, as well as demonstrating solid and mature decision-making capabilities. Computer and data management skills are important. Candidates must be able to work some evening and occasional weekend hours each month.

**Benefits:**

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

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

**To apply, please send both resume and cover letter to :** [CSM@MTWyouth.org](mailto:CSM@MTWyouth.org)

MTW's Waltham site is commuter friendly and is conveniently located near public transportation.

*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, gender identity & expression, disability, age, citizenship status, veteran status or any other characteristic protected by applicable federal, state or local laws.*