



## **Career Services Manager – Waltham, MA**

MTW is committed to ensuring our staff and board reflect the racial and ethnic diversity and lived experiences of the young adults with whom we are privileged to work. People of color are highly encouraged to apply.

### **About More Than Words (MTW)**

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 in 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 to gain marketable skills critical for success in school, work and life. Visit [www.MTWyouth.org](http://www.MTWyouth.org) to learn more about the organization.

### **The Job**

More Than Words (MTW) seeks a Career Services Manager (CSM) with experience working directly with high-risk youth and has a passion for working with young adults moving their lives forward through a social enterprise. The CSM supports youth, as they transition out of the MTW core social enterprise, to explore and build successful transition plans 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 program 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.

As MTW is committed to using data to improve performance and results, the Career Services Manager is responsible for accurate and timely data tracking and for incorporating data inquiry as a critical learning tool to improve practice and programs.

**This full-time position reports to the Waltham Site Director. Key responsibilities of this position include:**

#### **Post-Secondary and Employment Access**

- Support youth, ages 16-24, in the core MTW social enterprise to explore and establish post-secondary education and employment goals, to implement as they graduate from MTW.
- Coach youth on employment and job readiness skills, such as applications, resume preparation, interviewing, attire, attitude, follow-up and networking.
- Facilitate 2-3 shifts per week consisting of individualized work and group professional development workshops focused on education, employment and self-efficacy.
- Organize and support youth to take advantage of exposure opportunities post-secondary education site visits and employment fairs.

- Identify and develop the tools to support youth in post-secondary admissions, through financial aid, application guidance and other educational preparation options.

### **Graduate Engagement and Support**

- Maintain monthly contact with all MTW graduates and make referrals as appropriate, to support them to achieve their education and employment goals.
- Implement strategies to keep graduates engaged as part of the MTW community through networking events, linked-in community, and opportunities to train current youth.
- 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**

- 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.
- Manage and update educational and employment partners database.
- In collaboration with CS Directors, cultivating employment and education partners for employment and education pathways 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**

- Submit weekly case notes into Salesforce database to ensure accurate and timely tracking of youth information and progress.
- Utilizes 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.

Candidate must be able to work evening hours at least two nights each week to serve our youth population when they are not in school.

#### **Benefits:**

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

**Compensation:** Starting salary is \$52,000, full growth salary band is \$52,000 - \$63,500.

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.

### **COVID-19 Protocols**

More Than Words continues to adapt to safety protocols related to COVID-19 as we understand them and as required by all state and federal agencies. For the safety of the community and our staff, we require all employees to be fully vaccinated against COVID-19. Additionally, masks are required to be worn in all MTW sites and vehicles at all times.

### **MTW EEO Statement**

*MTW is an equal opportunity employer, fully committed to achieving a diverse and inclusive workplace that embraces and encourages applicants of every background. The organization's policy regarding equal employment opportunity means that all decisions regarding recruitment, hiring, benefits, wage and salary administration, scheduling, disciplinary action, and termination will be made without unlawful discrimination on the basis of sex, gender, race, color, age, national origin, religion, disability, medical condition, genetic information, marital status, sexual orientation, gender identity or expression, citizenship status, pregnancy or maternity, veteran status, or any other status protected by applicable federal, state or local law. If you require reasonable accommodation in completing an application, interviewing, or otherwise participating in the employee selection process, please direct your inquiries to [hr@mtwyouth.org](mailto:hr@mtwyouth.org).*