
Job Title	Intern and Earn Success Coach/Educational Facilitator
PVN ID	LA-1811-002815
Category	Managerial and Professional
Location	LAGUARDIA C. C.
Department	Workforce Education Center
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Oct 23, 2019 (Or Until Filled)

General Description

LaGuardia Community College, located in Long Island City, Queens, educates more than 50,000 New Yorkers annually through degree, certificate and continuing education programs. Our guiding principle, “Dare To Do More”, reflects our belief in the transformative power of education—not just for individuals, but for our community and our country—creating pathways for achievement and safeguarding the middle class.

LaGuardia is a national voice on behalf of community colleges, where half of all US college students study.

Part of the City University of New York (CUNY), the College reflects the legacy of our namesake, Fiorello H. LaGuardia, the former NYC mayor beloved for his championing the underserved. Since our doors opened in 1971, our programs regularly become national models for pushing boundaries to give people of all backgrounds access to a high quality, affordable college education. We invite you to join us in imagining what our students, our community and our country can become. Visit www.laguardia.edu to learn more.

The Intern & Earn Program is a 12-week paid internship program for job ready New York City young adults age 16-24 who are not working and not in school. The goal is to prepare participants for work, to enroll in a HSE prep program or to gain entry into college, advanced training programs or the military.

The full time position reports to the Director of Intern & Earn and will provide Educational Workshops in accordance with the overall goals of the program to ensure participant success.

Duties will include but are not limited to:

- Provide Educational Instruction and assist in class activities as needed
- Organize existing or develop new curriculum materials and Lesson Plans as needed
- Conduct job readiness activities including resume development and revision, interview skills, job search, and program specific workshops
- Schedule workshops and arrange for guest speakers and presenters appropriate to participants' needs and program requirements
- Arrange for up to two trips per cohort based on education and employment needs and interests
- Oversee special activities including Educational & Employer/Trainer Roundtables
- Mentor program participants and make referrals to the Job Readiness/Retention Specialist or other staff

on an as needed basis to update Individual Service Plan and/or to assist participants in obtaining other social services

- Maintain regular contact with program team including Director to monitor participant success and ensure program provides skills needed for anticipated employment, education and vocational trainings
- Assist with outreach and recruitment, information sessions, intake and assessments needs of the program
- Assist to obtain and verify outcomes from program participants
- Support and Case-manage a segment of participants active in the program and through follow up
- Call and/or visit work sites to ensure compliance with funder requirements and assess participant progress
- Conduct quality assurance activities as prescribed by the program and DYCD, including case record reviews, outcome tracking, participant satisfaction surveys and others as assigned
- Maintain and follow policies on confidentiality as it relates to participant information
- Complete all necessary reports: including monitoring notes, case notes, weekly and monthly reports
- Participate in all regular supervision, trainings and program meetings
- Maintain records on students' attendance and levels of achievement and/or conduct
- Perform other related duties as assigned

Other Duties

Qualifications

- Bachelor's Degree in human services, education, social work, business or related field
- Three or more years experience working with disconnected young adults
- Experience working with diverse populations including individuals with varied levels of job readiness skills and workshop experience
- Ability to handle crises by telephone and in person
- Understanding and demonstration of superior customer service; sensitivity to confidential matters
- Ability to communicate both orally and in written standard form
- Knowledge of standard teaching practices, methods, and techniques
- Ability to prepare and maintain accurate records, files, correspondence, reports and other documents
- Computer proficient, including experience with all Microsoft Office software packages and social media
- Strong organizational skills
- Experience delivering results-based workshops in a classroom setting
- Respond to inquiries and concerns in a timely and professional manner
- Complies with professional ethical standards
- Completes all necessary reports: including monitoring notes, data collection, etc.
- Demonstrates regular and predictable attendance
- Willingness to comply with professional black and white dress code during program periods
- Understanding and demonstration of superior customer service; sensitivity to confidential matters
- Self-motivated individual who takes initiative and has the ability to learn quickly
- Strong organizational skills, detail oriented, and customer service skills
- Proficient with MS Office Suite including; Word, Excel, Power Point and Outlook
- Willingness to work evenings and Saturdays

