



*Mile High Youth Corps helps youth make a difference in themselves and their community through meaningful service opportunities and educational experiences.*

### **Manager: Supportive Services**

**Position Overview:** The Manager: Supportive Services is responsible for leading and managing the activities of MHYC's Supportive Services team, and developing and implementing programming that promotes participant (Corpsmember) success. Supportive services programming includes connecting Corpsmembers to community resources, providing career exploration and readiness activities that increase Corpsmember retention and completion, and ensuring youth are prepared for and connected with appropriate educational and employment opportunities. The Manager: Supportive Services will play a central role in collaborating with Programs Leadership Team members and aligning the team's activities with programs across the organization and in supporting MHYC's youth diversion pilot program. This position is partially funded by AmeriCorps, and works directly with Corpsmembers enrolled in an AmeriCorps program.

**Reports to:** Deputy Director

#### **Responsibilities:**

- Guide vision of supportive services and career readiness activities across all career pathways at the organization, ensuring alignment with best practices and trends related to youth employment and the work-based learning continuum
- Supervise a team of 2-4 supportive services staff
- Collaborate with program teams to ensure activities are engaging, culturally responsive, and aligned with program needs (the Supportive Services Manager is a member of MHYC's Programs Leadership Team)
- Coordinate delivery of career readiness activities, including post-secondary education preparation, for each program
- Cultivate and maintain partnerships with employers, apprenticeship programs, and post-secondary education institutions in each career pathway offered at MHYC
- Establish and manage systems to provide holistic support with barriers, resource and systems navigation, and goal setting for Corpsmembers and alumni
- Cultivate and maintain partnerships with community resources that address and mitigate barriers to Corpsmembers success
- Facilitate career and post-secondary readiness activities; provide one-on-one Corpsmember support
- Oversee implementation of appropriate alumni follow-up and engagement activities
- Track, document, and report on Corpsmember/alumni career planning progress, placements, retention of placements, success stories, grant compliance, and other performance metrics.
- Work closely with Land staff to support development of programming for a youth diversion pilot program, including establishing the referral and hiring process, creating partnerships with local judicial offices, and determining implementation format for new services
- Collect and analyze data to assess supportive services processes, activities and outcomes, and develop/enhance strategies and processes as needed

*Mile High Youth Corps is committed to hiring candidates with unique backgrounds and perspectives. If you are interested in this position but are concerned that you do not meet all of the requirements or possess all of the necessary skills, or that prior convictions or your background might disqualify you, we encourage you to submit an application anyway.*

## Qualifications

### Education

- Post-secondary certificate or degree

### Required Qualifications

- Previous experience in supportive services, case management, social services or related field
- Demonstrated commitment to diversity, equity, and inclusion
- Experience with MHYC's core population of young adults ages 18-24 years old
- Team leadership and/or supervisory experience
- Able to legally work in the United States, which will be verified via the federal E-Verify program on the first day of employment
- Pre-employment background check required, including a FBI Background Check, which includes fingerprinting. This position has recurring access to vulnerable populations.
- Pre-employment drug screen required
- Valid driver's license with insurable motor vehicle record (MVR)

### Desired Qualifications:

- Experience with trauma-informed care practices
- Experience with social, racial, economic, and/or restorative justice activities or programming
- Positive Youth Development (PYD), youth corps and/or AmeriCorps knowledge/experience
- Spanish/English Proficiency

### Hours & Compensation

- This is a full-time salaried position (exempt/regular) with benefits.
- Salary range is \$43,000-\$47,000/year dependent on experience.
- Occasional evening and weekend hours will be required.

### To Apply

Candidates are asked to provide a resume and a cover letter including pertinent personal and/or professional experience. ***In the absence of specific work-related experience, applicants are encouraged to describe personal experience that pertains to position requirements in their cover letter.***

Send resume and cover letter to: [staffjobs@mhyc.net](mailto:staffjobs@mhyc.net) (include the position title in the email subject line). If you have questions about the position, please email: [staffjobs@mhyc.net](mailto:staffjobs@mhyc.net).

*Mile High Youth Corps is committed to diversity in principle and practice, both in the community at large and within the organization. We are, therefore, committed to having our internal operations and employment practices administered on a non-discriminating basis inclusive of, but not limited to, race, religion, color, socio-economic status, gender, age, sexual orientation, military or veteran status, physical or mental disability, marital status, or national origin. Every effort shall be made to grant reasonable accommodation for qualified people with disabilities to participate in this AmeriCorps program.*

***More information can be found at [www.milehighyouthcorps.org](http://www.milehighyouthcorps.org)***