

# UNION SETTLEMENT

## JOB ANNOUNCEMENT

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at [www.unionsettlement.org](http://www.unionsettlement.org).

**Position:** Workforce Development Associate  
**Department:** Youth Services  
**Reports to:** Director of Workforce Development for Youth Services  
**Hours:** Full-time  
**FLSA:** Non-Exempt

### **Position Summary:**

The Workforce Development Associate delivers high quality workforce development solutions across all sectors under strict ethical standards while ensuring quality assurance throughout all aspects of the candidate and employer cycle. The Associate will support job and career development with youth, ages 17-24, that are not in school or employed, and in many instances coping with highly complex barriers to employment. The position also requires considerable use of business, sales, customer relationship management, labor market information, motivational, mentoring, career assessment planning and coaching skills in order to enhance both candidate and employer partnerships and drive contract performance. The focus of the service shall be the placement of candidates; and, the support of them to promote long-term retention and career development.

### **Responsibilities:**

- Market and promote Career Academy, Union Settlement's workforce development program, to community based organizations, city agencies, community boards, local elected officials, local business and merchant associations, vocational schools, training providers, and community colleges. This will include street/team canvassing, event tabling and career fair and/or tradeshow.
- Facilitate Union Settlement's work readiness training curriculum when necessary to all participants in workshop settings. This includes incorporating group based facilitation and technology such as online job application simulators, career focused webinars, interview tutorials, and video recording as a learning and coaching tool.
- Identify and sustain employer relationships to help fulfill employment and retention needs. Business/employer partnerships will be managed and cultivated for long term growth.
- Manage the referral/interview/placement/retention cycle. This is a critical part of the work responsibilities. This includes meeting with all candidates to review work history, core competencies, and skill sets, as well as providing information to candidates

regarding potential employers and mission, position responsibilities, performance expectations, etc.

- Track all candidate interviews, employer feedback and other key drivers, i.e., candidate drop-off point(s), disqualification factor(s) and other related determinations that eliminate a candidate from the recruiting cycle. Recommend further support when candidates demonstrate a need for additional work readiness training.
- Use specific program metrics to ensure candidate retention, wage gain, and career advancement.
- Learn and utilize a SalesForce (CRM) database for benchmarking and analytical purposes.
- Additional duties as assigned by the Program Director, Associate Director of Intervention and Prevention Services, and Director of Youth Services.

### **Qualifications:**

- Bachelor's Degree in a related field is preferred.
- Two (2) plus years' experience with employment counseling or job development experience required with a focus on placement assistance preferred.
- Demonstrated ability to motivate and provide retention assistance and services for employment and advancement.
- Demonstrated experience in working with at-risk, disconnected, court-involved and/or high-risk youth.
- Demonstrated case management experience.
- Knowledge of labor market trends in a range of occupational fields (professional, skilled, semi-skilled, and industrial).
- Previous contacts with employers preferred.
- Understanding of the special employment needs of economically and socially disadvantaged individuals preferred.
- Excellent presentation, workshop facilitation, and public speaking skills.
- Ability to outreach and network.
- Excellent interpersonal skills.
- Excellent organizational, verbal, and written skills.
- Excellent computer skills.
- Demonstrated ability to perform multiple tasks effectively in a fast-paced, challenging, and constantly changing environment.
- Familiarity with the East Harlem community preferred, but not required.
- Demonstrated understanding of the challenges facing minority youth in underserved communities.
- Bilingual (English/Spanish) a plus.

### **To Apply:**

Please send Cover Letter, Resume and References to:  
[youthservicescareers@unionsettlement.org](mailto:youthservicescareers@unionsettlement.org).

Please indicate either Workforce Development Associate in the subject of e-mail.

**UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER**