Job Description

Position: Retention and Supportive Services Lead - Filmore
Reports to: Director of Workforce Programs
Status: Exempt
Hours: Full-Time/ Maximum of 40 hours per week, occasional weekends and evenings
Hours of Operation: Mon-Fri / 9am-5pm

Organizational Description. North Lawndale Employment Network is a comprehensive workforce development agency on Chicago’s West Side dedicated to advancing the economic outcomes of the community’s residents through innovative employment initiatives, including our social enterprises. In August 2021, North Lawndale Employment Network transitioned to a new campus which features a premier community café for residents and stakeholders.

Our Mission. To improve the earning potential of the North Lawndale community through innovative employment initiatives that lead to economic advancement and an improved quality of life for residents.

Opportunity. We are looking for an individual who is highly motivated and dedicated to join our team as a Workforce Development Employment Retention and Supportive Services Lead. For this position, you will have the opportunity to provide guidance and assistance in creating and executing programs and will have a significant impact as the Workforce Development Retention and Supportive Services Lead, assisting individuals in overcoming obstacles to secure employment and attain lasting success.

Key Responsibilities

- Executing onsite retention services, delivering case management/coaching, offering referral support, and facilitating client/employee trainings for a special initiative at Filmore and NLEN at-large
- Develop and implement initiatives and services focused on supporting individuals in maintaining long-term employment including but not limited to: 30/60/90/120 day supportive touchpoints
- Work closely with community partners to identify and address obstacles to finding employment
- Through personalized employment retention plans, evaluate individual needs and develop customized employment retention strategies, providing comprehensive assistance and services to address barriers and offer support
- Provide training and workshops on essential skills for maintaining employment, including effective time management and conflict resolution strategies
- Continuously assess program outcomes to ensure their effectiveness and make any needed adjustments
- Ensure that program activities and participant progress are meticulously documented and kept current
- Create reports and presentations that effectively communicate program performance to both internal and external stakeholders
- Stay up-to-date on industry trends and best practices in workforce development and offer valuable insights on effective retention strategies for employers
- Ensure that case management notes, client employment data, and other important information are captured in a timely and accurate manner through the data integration systems.
- Ensure regular reporting to keep the organization informed of the initiative's progress
- Perform other duties as assigned
**Key Performance Indicators and Deliverables**

- Facilitates employee access to necessary support services, whether they are provided internally or externally.
- Tracking and monitoring the reasons why candidates have left their previous jobs.
- Strives to achieve high retention rates for Fillmore 55% or more.

**Qualifications**

- Bachelor’s degree and three years of related experience in education, counseling, social services, or related field preferred.
- Ability to develop curricula is required.
- Minimum of 15 semester hours in social service-related instruction required.
- Strong knowledge of vocational training markets.
- Four or more years of administrative/supervisory experience in vocational training market is required.
- Three years of experience in counseling or related field required.
- Ability to establish a liaison and interact with private and public agencies.
NLEN Core Values

Neighborhood-focused employment initiatives are fundamental.
Successful programs are neighborhood-focused and community-driven so they meet the specific needs of individuals.

Quality of work matters.
People who work hard should not be poor. A full-time job must meet basic needs and offer conditions for engagement, advancement, and respect.

Economic mobility is essential to reducing poverty.
Family supporting wages and financial literacy are core to addressing economic insecurity, which disproportionately affects African American, Latino, and other families of color. Economic insecurity is not only impacting the poor; it has grown to threaten the middle class. Self-employment and entrepreneurship are critically important economic mobility strategies to generate income and boost household finances.

We must address the racial wealth gap and social inequality.
The United States’ history of racially charged public policy has created the modern racial wealth divide not just through the legacy of slavery and Jim Crow, but through the more recent race-based discrimination in hiring, housing subsidies, tax subsidies, and veteran benefits as well as other implicitly and explicitly racist public policies.

Everyone deserves human dignity and empowerment.
To uphold this belief, we do all of our work in a manner that values human dignity and eliminates shame, humiliation, and stigma by building on the strengths that help our participants and community survive loss and trauma and rebalance the power dynamic between participants and authority figures.