



UNITED SOUTH END SETTLEMENTS

The mission of United South End Settlements (USES) is to harness the power of our diverse community to disrupt the cycle of poverty for children and their families. USES believes families have the best chance to reach their potential when they have long-term, holistic support. At USES, our focus is on helping caregivers and families with children under 12, although our door is open to children and adults from diverse family settings. We help families reach their goals through one-on-one coaching and connect parents/caregivers to our job training program and our quality education and enrichment opportunities for children, including early childhood education, after school and summer enrichment programming, and a sleepaway camp in New Hampshire.

USES also believes that children and their families can access the greatest opportunities when we welcome people from various backgrounds and perspectives. We intentionally promote community and bring together people from different backgrounds through diversified enrollment, volunteerism, networking and other community building opportunities. USES operate in three locations in the South End – Harriet Tubman House, South End House, and the Children’s Art Centre – and Camp Hale on Squam Lake in New Hampshire.

Technology Job Skills Instructor

GENERAL DESCRIPTION

Reporting to the Director of Workforce Readiness, the Technology Job Skills Instructor oversees the training portion of a skills training program focused on helping unemployed and underemployed parents obtain entry-level administrative positions. The training includes basic office skills, typing, Word and Excel, customer service, and job readiness and soft skills. Participants in the training also receive individualized coaching, job placement assistance and career counseling is available to graduates.

The position is responsible for assisting with recruitment, overseeing testing and assessments, designing curriculum, providing instruction of the office skills portion of the training, and supporting the job readiness portions of the training. This position also oversees the administration of our open access computer lab that is available to the public during limited hours. This position is full-time, M-F, 35 hours per week with flexible hours, including some evenings and weekends.

RESPONSIBILITIES

Organizational

- Partner closely with other program staff to ensure the integration of coaching into skills training ensuring a holistic engagement of families across USES.
- Participate in cross-program meetings, outreach activities, and facilitate the sharing of relevant information pertaining to families engaged in multiple USES programs.
- Support the collection and use of data about children and families for continuous program improvement and fundraising; contribute to monthly/quarterly program reports to ensure progress toward outcomes.

- Work with other USES staff to plan and implement agency wide workshops, celebrations for children and families.
- Stay current on trends in the field to share information learning.
- Actively contribute to the implementation of USES strategic goals and objectives; help advance USES's mission and values.

Instruction:

- Oversee curriculum and the development of lesson plans.
- Provide instruction on office responsibilities and environments, soft skills, typing and Microsoft Word and Excel.
- Support job readiness instruction by engaging students in-class with examples and techniques for improving their soft skills for workplace (ex: team building, problem solving, self-direction, etc.).
- Provide occasional trainings for staff on Word, Outlook, Excel, Publisher, PowerPoint and other technology products.

Program Management:

- Conduct activities related to recruitment, acceptance and transitioning students into training.
- Assess and track students throughout the course focusing on acceptance, and progress for the completion of skills, and progress toward training outcomes.
- Coordinate and work with the Job Coach/Job Developer and other staff to ensure progress and retention.
- Participate in the identification, planning and implementation of new programming and funding.
- Research software and hardware to enhance technology training.
- Utilize and supervise volunteers and interns.

Open Access Computer Center:

- Oversee Community Open Access hours including the supervision and training of volunteer monitors, and scheduling of access hours.
- Work with the WFR director to maintain TSN equipment, reports, and related tasks.
- Serve as liaison to the Timothy Smith Network, including preparing reports.
- Other duties as assigned.

QUALIFICATIONS

- A college degree (preferred) in a related field with a minimum of three years teaching technology to an adult population, including the use of a wide range of instructional styles and use of multi-media.
- Strong Microsoft Office skills, particularly Word and Excel.
- A broad knowledge of adult education and dedication to lifelong learning; with a particular knowledge of work readiness preparation; experience focusing on and assessing soft skills development a plus.
- Strong interpersonal skills.
- Experience working with diverse groups of students with various backgrounds, challenges, abilities and needs.
- Familiarity of technology usage in workplaces.
- Demonstrated ability to work independently and as a part of the team.

PHYSICAL REQUIREMENTS (with or without accommodation)

- Must be able to reach, stand, finger, grasp, talk, hear, and be capable of repetitive motion.
- Position requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly.
- Work requires close visual acuity.
- Position is not substantially exposed to adverse environmental conditions.

The above statement reflects the general details considered necessary to describe the principal function of the job identified and shall not be considered a detailed description of all the work requirements that may be inherent in the job.

To apply, please email resume and cover letter to: humanresources@uses.org. In the subject line, please specify the position to which you are applying. No phone calls, please.