



PER SCHOLAS

JOB TITLE: Learner Support Manager (Navigator, Social Worker)

LOCATION: (Multiple Sites) Dallas, Chicago, or Atlanta

REPORTS TO: Senior Director, Learner Support

Per Scholas is seeking a Social Worker who is committed to social justice and economic empowerment to work in collaboration and partnership with our learners. At Per Scholas we know that emotional and personal well-being is not static and is integral in professional success. As such we have incorporated an Employee Assistance Program (EAP) model into the experience of our learners, through the Learner Support Team. As part of that team, the Learner Support manager works to:

- Engage with our learners from a strength based and solutions focused perspective
- Collaborate to identify resources and direct referrals that are responsive to the unique needs of our learners.
- Research, cultivate and strengthen additional resources and community partnerships across regional markets
- Navigate through challenges related to public benefit programs and social services and collaborate with learners to bolster self-advocacy skills
- Meet programmatic goals and compliance as required by Per Scholas' partners and funders

WHAT YOU'LL DO

- Partner to develop individualized and tiered support to learners in our courses. Document contact and meetings in real-time, using Salesforce
- Connect learners with outside referrals as necessary, follow-up and track.
- Collaborate to review learner's strengths and goals throughout their enrollment
- Facilitate wellness workshops and strategy share sessions
- Work collaboratively with other team members, including career coaches, technical instructors, and business solutions team to support learners' path to graduation and post-graduation employment
- Develop and organize a comprehensive on-site resource center with articles, tip sheets, worksheets, and other information to better inform our students

- Build and support partnerships with community-based organizations and government agencies, to enable credible referrals
- Track learner's progress and complete weekly reports based on student meetings and critical financial indicators, while ensuring the privacy, confidentiality and data security of all students
- Create, analyze and present regular progress reports, to supervisors, partners, funders
- Participate in local and national events, forums and conferences related to navigation, case management, and financial education
- Stay current on developments in the social work field

WHAT YOU'LL BRING TO US

Professional Qualifications

- Master of Social Work degree required
- License preferred or planning on earning licensure within six months of hire, SIFI a plus
- At least 3 years' experience providing effective, efficient case management support in a social services environment
- Knowledge of trends and issues, laws and regulations related to the development and delivery of case management services preferred
- Experience in organizational training & development or learning & development preferred
- Demonstrated experience in facilitation and classroom instruction and understanding principles of classroom management and diversity
- Experience training adults (18+) a plus
- Knowledge of workforce development a plus
- Ability to establish relationships with individuals and organizations of influence within the social services community, including civic groups, charitable agencies, related government entities, fundraising sources, etc.
- Experience measuring, reporting, and communicating program results
Strong computer skills, including Word, Excel, PowerPoint and Google Suite; Salesforce and Change Machine experience a plus
- Ability to work occasional evenings

Personal characteristics

- You have a strong passion for social justice and economic empowerment
- You know our learners and graduates are capable, resourceful and experts in their own experience.

- You thrive in a creative, inventive, fast-paced startup environment with people who are passionate about their work and mission.
- You are data-driven, result-oriented and a forward-looking catalyst for social change.
- You are tech savvy and can learn new tools quickly.
- You have a collaborative and flexible work style. You're excited to work as part of a team, cross-functionally with other departments, and independently.
- You have excellent attention to detail, are strong at managing your time, and you can balance multiple projects and tasks.
- You are enthusiastic, energetic and outgoing
- You stand behind our mission, believing that individuals from any community should have access to well-paying career positions, and that talent should be recognized and recruited from many diverse sources.

WHY WORK HERE?

We believe our staff is the heart and soul of the organization. Our workplace culture is challenging, supportive, collaborative and mission-driven. We take a genuine interest in career paths and work-life balance, and welcome contributing ideas from staff at all levels. Working at Per Scholas means working somewhere full of engaging, savvy, diverse people who care deeply about pushing our work forward.

You'll enjoy a welcoming and casual professional environment, self-development opportunities, innovative technology, and benefits like health care and a 401K match. If you want to work in a progressive organization, where you can build something meaningful and have fun while doing it, we would love to hear from you.

ABOUT PER SCHOLAS:

Per Scholas is a national nonprofit that drives positive and proven social change in communities across the country. Through rigorous and tuition-free technology training and professional development, we prepare motivated and curious adults who are unemployed or underemployed for successful careers as IT professionals, and we create on-ramps to businesses in need of their talents. Today we provide our solutions in eight cities across the country: Atlanta, GA; Boston, MA; Greater Cincinnati, OH; Columbus, OH; Dallas, TX; the National Capital Region; Newark, NJ; and New York. To date, Per Scholas has trained over 8,000 individuals, helping them build lasting, life-changing skills and careers in technology.

QUESTIONS?

If you have any questions about this role, please feel free to email our Talent team at jobs@perscholas.org. We look forward to viewing your application!

Learn more at perscholas.org.

Equal Employment Opportunity

We're proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity or national origin. See our full EEO statement [here](#).

<https://perscholasinc.applytojob.com/apply/2toyZY24HD/Learner-Support-Manager>