

AchieveMpls Job Posting

Step Up Youth Services Manager

Position Overview

The Step Up youth services manager works with program and community leaders to ensure the overall success of the program. Their primary responsibility is to develop and oversee the principal program elements serving Step Up interns, while supervising a staff of one or two Step Up youth services associates. They manage AchieveMpls engagement with Step Up youth participants, including recruitment, intern training and on-the-job support during summer internships. They also work with Step Up partners, school staff and community based organizations, ensuring that all program elements are well-coordinated and communicated effectively with young people and partners to achieve the program's youth service goals and objectives. This position reports to the AchieveMpls senior director of internships and partnerships (referred to here as "program director").

About Step Up

The Step Up Youth Employment Program prepares today's youth for tomorrow's careers by recruiting, training and placing more than 1,300 Minneapolis young people (ages 14-21) in paid internships each year with over 200 regional employers, from Fortune 500 companies and small businesses to public agencies and nonprofits. As one of the nation's leading youth employment programs, Step Up leverages a collective of more than 200 partners spanning 15 industries and multiple sectors. Step Up has provided over 30,000 internships since 2003, yielding a competitive talent pipeline, a stronger economy and millions of dollars in wages for Step Up interns. Step Up is a partnership of AchieveMpls, the City of Minneapolis, CareerForceMinneapolis and Project for Pride in Living.

The Young People We Serve

Step Up supports historically underrepresented Minneapolis youth who are ready to navigate the professional world. Step Up interns are the leaders of tomorrow, the talent that will power our region and reflects the global fluency of our communities. Our recent interns were 91% BIPOC youth and 50% youth from immigrant communities. Interns were born in over 15 countries and speak more than eight unique languages.

Duties and Responsibilities

Program Leadership and Step Up Youth Services Staff Supervision

- Supervise and support 1-2 Step Up youth services team members to ensure successful implementation of annual program
- Work with Step Up team and program director to refine youth services team roles and responsibilities and develop annual workplans
- Maintain regular check-in schedule with youth services staff, utilizing workplans to support their work and professional growth and provide accountability
- Conduct annual performance evaluations with youth services staff
- Work closely with Step Up manager of employer engagement and program director on planning and coordinating to ensure a holistic program and maximize success with employer partners and youth participants
- In collaboration with manager of employer engagement and program director, lead annual program review and planning
- Lead aspects of weekly Step Up team meetings as related to areas of responsibility

Intern Recruitment

- Work with Step Up program director and City of Minneapolis Step Up staff to develop annual youth participation goals, strategies and plans
- Guide the development of strategies for recruiting youth participants and oversee youth recruitment across Minneapolis
- Work with program director, marketing director and City of Minneapolis staff to develop intern recruitment materials as needed
- Establish and develop relationships with key school leadership and staff
- Provide insight and support for the development of Step Up youth program application, questionnaire and other online youth forms, ensuring that forms and data collection meet program needs

Intern Training and Preparation

- Collaborate with Step Up partners in planning and developing overall structure and systems for intern training, ensuring that the scope of training responsibilities for the AchieveMpls Step Up team are established and aligned to program needs. Please note that this individual is not responsible for intern training nor the hiring, training and supervision of instructional staff.
- Organize and deliver training notification for all youth applicants, including reminder communications concerning participant next steps
- Lead execution of AchieveMpls responsibilities for intern training and preparation, including:
 - As needed and in collaboration with program partners, secure locations and coordinate with site staff
 - Purchase and organize all snacks, lunches and other supplies as needed for in-person training events
 - Plan and execute virtual Step Up mock interview events with volunteers and youth intake conversations
 - Ensure the hiring, training and coordination of temporary staff to support intern intake interviews
- Determine and execute intern placement preparation and information collection

Intern Placement, Coaching and Support

- Work with Step Up program director and manager of employer engagement to develop annual placement strategies and process plans
- With manager of employer engagement, lead team-wide placement process and job coach training
- Lead weekly mailing to placed interns and final communication to any un-placed internship candidates
- With manager of employer engagement, lead the development and distribution of weekly communications to interns throughout their summer internship
- Supervise any temporary Step Up summer job coaches
- Serve as job coach to assigned Step Up interns

Data

- Collaborate with program partners and staff to identify youth data needs and support, as needed, the development and administration of data collection/sharing systems
- Work with program director and manager of employer engagement to identify and track critical data points for each program year and develop related analysis
- As needed, contribute to planning and development of new database options relevant to youth services
- Execute large program-wide youth data imports, exports and data field updates while ensuring program CRM is updated as needed throughout the year

Other responsibilities

- Develop additional intern support initiatives as determined
- Other duties and special projects as assigned by program director

Qualifications and Experience

Required

- Ability to work collaboratively and effectively, and build trusting relationships with the Step Up team, employer partners and young people
- Commitment to anti-racism and equity in accessing postsecondary career and education opportunities
- Experience working with populations similar to the young people we serve, and an open, positive attitude and commitment to youth
- Three years demonstrated success collaborating and leading with multiple partners and team members
- Proven ability to establish priorities and manage complex, large-scale projects with tight timelines
- Ability to manage, inspire and coach a team while ensuring accountability for results
- Excellent written and verbal communication and problem-solving skills
- Strong organizational skills, attention to detail and ability to meet deadlines
- Strong MS Word and Excel skills
- Experience working with relational databases (CRMs)
- Proven ability to use data to develop strategy and guide processes
- Bachelor's degree or 6+ years of experience in related field
- Commitment to AchieveMpls [mission, vision and values](#)
- Ability to work well with people with diverse backgrounds and experiences

Preferred

- Experience managing and motivating a team
- Knowledge and experience in work-readiness or secondary education
- Experience with Microsoft Dynamics CRM and/or in communications or event planning
- Experience developing large mail merges

Compensation and Benefits

- \$50,000-\$60,000 starting salary depending on experience, with opportunity for compensation increases based on annual performance reviews and pay parity across the organization
- Full-time, exempt position
- 18 days of paid time off (PTO) (with increases based on length of employment), 15-18 paid holidays, including eight half-day summer Fridays
- Other benefits include HSA option, medical, dental, vision, life insurance, professional development funds
- We offer a flexible schedule that includes partial remote work as we transition to a hybrid environment

To Apply

Applications are welcomed from a broad range of applicants. Send letter of interest and resume to HR@achievempls.org. Priority given to applications received by Monday, October 25. Position is open until filled.

AchieveMpls is an Equal Employment Opportunity Employer

About AchieveMpls

AchieveMpls rallies community support and delivers best-in-class programs to inspire and equip Minneapolis and Saint Paul young people for careers, college and life. Our vision is that all young people have full and equitable access to postsecondary education and career opportunities, creating a more just and vibrant community. We direct Career & College Centers in 19 Minneapolis and Saint Paul public high schools; connect students with career exploration opportunities through the Step Up Youth Employment Program and Achieve College Internships; host

EDTalks and other public engagement events; and support MPS in securing grants and managing school funds, staff mini-grants and college scholarships. Learn more at www.achievempls.org.

Our Commitment to Equity

AchieveMpls is committed to hiring talented individuals who are passionate about our mission and represent the diverse identities of the communities we serve. We acknowledge and honor the fundamental value and dignity of all persons. Our hiring decisions are guided by our equity values: embracing differences—race, culture, religion, ability, gender, gender expression, sexual orientation and class—eliminating racism and other forms of bias and creating an inclusive workplace where all employees feel valued, heard and respected.