



Participant Engagement Admissions & Retention Coordinator

Reporting to the Director of Participant Engagement, the Admissions & Retention Coordinator is responsible for creating and managing systems and communications, including admissions & recruitment workflow, tracking strategies, social media and outreach communication, and best practices that ensure the successful enrollment and retention of 240+ women annually.

The Admissions & Retention Coordinator will identify, source, and screen training candidates, and coordinate the onboarding and retention process for both, using Salesforce to record and track all progress towards this end. The Coordinator will also collaborate with the Participant Engagement team on communication and outreach efforts.

Tasks and Responsibilities:

- Ensure the enrollment of at least 240+ participants evenly over three (3) cohorts and the graduation of at least 175+ annually.
- Regularly report to and advise the Director on candidate trends, insights from Salesforce data, and anecdotal feedback to produce market research, innovative and contemporary recruitment approaches, and retention services.
- Directly oversee multiple systems, processes related to admissions, and retention efforts documenting all touchpoints in Salesforce.
- Ability to assist with multiple projects, track touchpoints and outcomes, and relay information to necessary stakeholders in a timely manner.
- Aid efforts to communicate each participant's progress and development while in training across departments.
- Support the Participant Experience/Operations Coordinator with efforts to offer alumnae resources, social services, and individualized coaching to address immediate needs.
- Collaborate with all members of the Participant Engagement team to assist with social media strategy and recruitment communications, including Open Houses and occasional in-person events.

Admissions & Recruitment Efforts Include:

- In collaboration with the Director, develop and adjust admissions and retention strategies as necessary to ensure that the annual recruitment and retention goals are met.
- Manage Participant Engagement Admissions Inbox and corresponding Voicemail Box in a timely manner.
- Coordinate, schedule, and conduct (5-10) Admissions Interviews, Information Sessions, and Open Houses a week.
- Collect and secure all the necessary documents for onboarding, admitting and retaining participants.
- Assist in the biopsychosocial screening and needs assessment process of over 100 candidates for each recruitment cycle as required.
- Proctor admissions assessment for candidates, track results, and provide resources to individuals who need educational, professional, and personal support.
- Participate in 30% of all departmental active recruitment efforts, including digital and occasional in-person events.

Retention Efforts Include:

- Prepare and schedule Tech Boot Camp, Pre-Orientation, and Orientation.
- Assist with the Laptop Lending Program, Weekly Meetings, Caseload Management, Interdepartmental Communication, and Resource Referrals.
- Maintain compliant Salesforce records of the supportive services, touchpoints, progress notes, assessments, and overall progress of participants on a weekly basis.
- Complete thorough integrity checks of all Salesforce data to ensure accuracy and up-to-date information (e.g. demographics and supportive documentation) on a weekly basis.

Case Management:

- Manage a caseload of 5-10 women between the ages of 18-64 from various socio-economic backgrounds and life experiences (1:1 and in groups).
- Perform case management and crisis-intervention services for participants.
- Use trauma-informed and person-centric approaches, acknowledging peoples' lived experiences and nuanced histories with every encounter.
- Utilize a strength-based approach, focusing on strengths, abilities, and potential, rather than the challenges, and deficits of individuals, their families, and their communities.

Demonstrated Values:

- Be highly interested in work concerning career-readiness, professional and personal development, and the advancement of women.
- Exhibit leadership, professionalism, and positivity that sets an example for our team and the woman we serve.
- Demonstrate enthusiasm for building a Virtual/In-person Community, supporting women and individuals from underrepresented communities through the process of professional training, supportive services, and career counseling.
- Acknowledge inherit privileges, oppressions, implicit and explicit biases, and power dynamics to address and cultivate a workspace and learning environment that upholds diversity and inclusion, accountability and equity, anti-racist practices, combating gender inequality, and all social justice efforts.
- Attend staff training and meetings as required.
- Perform other duties as assigned.

Combination of remote and in-person responsibilities at 40 Rector Street; flexible remote/in-person schedules can be discussed with Director of Participant Engagement

- Salary: \$55,000 - USD \$60,000 / year
- \$600 annual professional development stipend
- Health Insurance (medical, dental, vision)
- 401k plan
- 20 days vacation; 8 sick days; 2 personal days, 3 floating holidays
- Summer Fridays in August
- Gorgeous office downtown in Manhattan

Grace Institute of New York is an equal opportunity employer and is committed to the principles of diversity, inclusion, and anti-racism. We are particularly interested in receiving applications from a broad spectrum of people, including but not limited to women, minorities, individuals with disabilities, and protected veterans.

Grace Institute follows a mandated COVID-19 vaccine policy. The final candidate must submit proof of full vaccination to be hired.

To apply, please upload your resume and cover letter directly through Idealist by following this link: <https://www.idealist.org/en/nonprofit-job/8f465d26b6ec498aa9255edb5d1673fe-participant-engagement-admissions-retention-coordinator-grace-institute-new-york>