



## F/T Student Support & Intake Coordinator

**FLSA Classification**

Exempt

**Salary Grade/Level/Family/Range**

ESOL

**Reports To**

Director of ESOL

**Direct Reports**

None

**Effective Dates**

October 1, 2023 to June 30, 2024

9-month grant-based position with possibility to extend, contingent on funding.

**JOB DESCRIPTION**

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**Organization**

The Welcoming Center (TWC) mission is to promote inclusive economic growth through immigrant integration. We seek to open doors of economic opportunity for immigrants of all education and skill levels and to build immigrants' individual and collective agency to address barriers to integration and well-being. TWC does this through training programs focused on social, civic, and economic engagement which enhance skills and expand opportunities. TWC believes that immigrants broaden the productivity, profitability, and stability of this region and contribute to both Pennsylvania's and the nation's economic growth. Primary programs and initiatives include: Workforce Development, ESOL & Digital Skills Training, Entrepreneurship, and Community Engagement. TWC is based in Philadelphia, PA. Check out our website: [www.welcomingcenter.org](http://www.welcomingcenter.org).

**Summary/Objective**

The Student Support & Intake Coordinator will support The Welcoming Center in expanding the capacity of its ESOL (English for Speakers of Other Languages) and Digital Skills Training activities by providing a high quality, participant-centered intake process and referrals to reduce barriers and challenges faced by participants. The Coordinator is responsible for all intake processes for ESOL participants and for supporting the intake and screening of volunteers who engage with the ESOL program. Under the supervision of the Director of ESOL, the Coordinator assists in the development and implementation of the process to welcome participants to the program, application processes, referrals to internal programs and external service organizations, and follow-up with participants. The Coordinator will utilize research-driven practices in culturally responsive and trauma-informed methods to ensure participants feel safe, comfortable and cared for as they inquire about and engage with our programming. In addition, the Coordinator will maintain a list of relevant referral resources in coordination with staff and maintain relationships with referral partners and other stakeholders. The Coordinator also supports English Language Learners in removing the barriers that might hinder their educational and career pathway advancement. Case management includes: (1) assessment of participants to determine service needs; (2) referral and facilitation of connections to obtain needed services; (3) documentation of referrals and service deliveries; (4) monitoring and follow-up; and (5) evaluation.



## Essential functions

### Intake:

- Coordinate and conduct intake for all potential ESOL and digital skills participants, including responding to all initial inquiries and collecting responses to the core intake questions.
- Conduct full assessments of potential participants' unique circumstances, strengths, needs, and barriers and determine (1) whether the program addresses an applicant's needs and (2) whether the person is eligible for the program.
- Maintain a full understanding of The Welcoming Center's programs (including content and cohort calendars) and share information with potential participants.
- Make referrals for people who are not currently enrolled – or not eligible to enroll - in a program.
- Maintain and update the Salesforce database with applicant information and referrals.
- Use AEIS CitySpan (City of Philadelphia database) to publicize classes and intake sessions and to make referrals to other ESOL and digital skills classes. Enter all enrolled participants into CitySpan.
- Conduct English assessments for eligible participants using BEST Plus, and record scores in CitySpan and on Salesforce.
- Conduct recruitment and outreach for classes and workshops, with a specific emphasis on expanding outreach in Northeast Philadelphia. Share information and promote the program in outreach efforts to local institutions, organizations, community groups and potential employer partners.
- In collaboration with the ESOL team and the Communications Coordinator, refine outreach and promotion strategies.
- Maintain high attention to detail, privacy, and data integrity. Keep current records in Salesforce and other platforms, for all participants and programming details. Provide data to external funders, and internal Directors as requested.
- Work with the Director of Strategy & Impact to evaluate intake activities and identify processes for intake that may be expanded across the organization.

### Student Support:

- Conduct 1-on-1 case management meetings with all ESOL class participants at the beginning of their class cycle, and provide follow-up case management meetings with participants once a month on an as-needed basis.
- Identify needs of participants in order to successfully participate in and complete their course.
- Provide timely referrals, resources, and support for participants.
- Track and report outcomes. Ensure all documentation is accurate and complete.
- Interface with instructors and other Welcoming Center staff to ensure appropriate progress for each participant.
- Work with instructors to monitor participant educational achievement and attendance to identify when a participant may need additional support.
- Work with Director of Strategy and Impact to evaluate Student Support activities and identify ways to improve data tracking and service delivery.

### Overall:

- Work closely with the ESOL team to ensure integration of student support and intake activities with instructional goals, volunteer engagement, and career support.
- Actively engage with TWC program staff, volunteers, and participants to ensure that intake and student support processes align with TWC mission, values, and strategic plan.



- In all duties, demonstrate a commitment to organizational core values which uplift the skills, experience, and aspirations of program participants and recognize their role as agents of the change they seek.

### **Competencies**

- Strong interpersonal and communication skills and demonstrated experience working with a wide range of constituencies in a diverse community. Able to adapt to intercultural communication and present both a professional and approachable demeanor.
- Excellent listening skills, allowing for language and culture differences in communication.
- Excellent verbal, written, and telephone communication skills.
- Strong emotional intelligence, including an ability to empathize, maintain composure, and provide a reassuring atmosphere.
- Possess strong problem-solving skills. Able to respond to situations with sensitivity and patience.
- Strong computer skills, including an understanding of cloud-based computer platforms. Familiarity with Microsoft Office Suite and SharePoint, Salesforce, and remote work tools.
- Ability to collect and compile relevant information on partner and referral organizations from a variety of resources, including online research.
- Highly organized and detail oriented. Ability to manage files and data in consistent ways so that file sharing is efficient.
- Able to work efficiently and effectively under pressure
- Multi-tasking capabilities with a strong ability to prioritize

### **Supervisory responsibilities**

- None

### **Work environment**

- Operates in a professional office environment or remotely. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

### **Physical demands**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 5-10 pounds at times.

### **Education and experience**

- Bachelor's degree in social work, human services, adult education or related field – or equivalent experience - is required; MSW or Master's degree preferred.
- At least 2 years experience in social or human services. Immigrant services experience preferable.
- Experience or relevant educational focus in adult education, intercultural communication, community development, immigrant integration, case management, data entry, social work, or related fields.
- Experience working with English Language Learners, especially at beginner to intermediate levels.
- Familiarity with cultural responsiveness and trauma-informed practices a plus.
- Demonstrated evidence of experience navigating conversations which may be difficult due to language, culture, and other circumstances which may lead to misunderstanding.
- Extensive knowledge of the regional social services network preferred.
- Proficiency in other language[s] a plus.
- Demonstrated ability to implement and improve processes and systems for recruitment and enrollment and for consistent data-tracking and reporting.



- Lived experience from immigrant and refugee communities and/or communities of color a plus.
- Detail-oriented, compassionate individual with strong sense of initiative and commitment to equity.

#### **Affirmative Action/EEO statement**

- The Welcoming Center does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.
- The Welcoming Center will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

#### **Other duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. **The Coordinator will be expected to spend 20-40% of their time working out of TWC's satellite office in Northeast Philadelphia.**

#### **Application Process**

This is a full-time / 40 hours per week position that may require occasional evening or weekend hours. We offer a competitive benefits package, including vacation, health care (medical, dental, vision), sick leave and access to a 403(B) plan. We welcome applicants of all backgrounds and identities, including those of any age, race, religion, gender, ability, or sexual orientation.

To apply, please send your resume and a cover letter to [jobs@welcomingcenter.org](mailto:jobs@welcomingcenter.org) with the subject "Student Support & Intake Coordinator." Applications due by **Friday, Sep. 29, 2023**. Starting salary range for this position is \$50,000 – \$52,000 a year based on skills and qualifications. This annual salary will be pro-rated for the duration of the grant period (ending June 30, 2024).