

Job Coach Intern

The Choice Program at UMBC

Who we are:

The Choice Program at UMBC provides mentoring and advocacy services to young people--primarily Black and Latinx-- throughout central Maryland. We utilize a community-based, family-centered approach in order to promote quality outcomes for young people and families. We engage in a collaborative process of service: where young people set goals for themselves and are held accountable by supportive adults along the way. Our approach to youth development is grounded in applied critical race theory and culturally responsive, trauma-informed, restorative practices. We strive to be an anti-racist organization grounded in several core values: holistic development, the belief in humans, dismantling hierarchies, and youth-centeredness.

Position overview:

Under the general direction and management of the Choice Jobs Program Coordinator, the Job Coach Intern co-owns the operations and staff management of Flying Fruit (FF) cafe at the University of Baltimore, the FF stand at Camden Yards, and/or the FF kiosk at the Inner Harbor. Over the course of their six month contract, the Job Coach Intern will gain valuable professional experience through the direct supervision and development of youth workers in our social enterprise program, as well as through the daily management of the FF business. This is a fast-paced experience, where the Job Coach Intern not only effectively manages a successful summertime business, they are a supportive coach for youth in their first professional job. In this entry-level internship position, the Job Coach Intern is responsible for the daily management of people and over \$30,000 in business resources.

Specific duties include:

- Monitors daily Flying Fruit (FF) business operations
 - Opens and closes adhering to FF procedures
 - Ensures the proper use and maintenance of FF equipment
 - Creates and manages staff schedules for FF locations
- Supervises and coaches youth in on-the-job training and professional development
 - Provides youth development on-the-job-training. Topics include: customer service, sales, cash and card handling, food and beverage preparation
 - Completes required documentation in accordance with Choice Program requirements such as youth related reports, daily logs, and personnel documentation.
- Collaborates with the Program Coordinator (PC) to develop, implement, and monitor youth vocational/job readiness development plans
 - Vocational/job readiness plans include: career planning, resume and cover letter writing workshops, interview preparation and best practices, social media best practices. etc.
- Maintains data integrity at all times, and ensures confidentiality and compliance with The Choice Program's ethical standards

- Completes required documents including: youth, business, and operations related reports, daily logs, register and bank logs, etc.
- Provides wraparound services for youth to ensure their success in the jobs program
 - In partnership with the Program Coordinator (PC) wraparound services include youth transportation needs, developing and maintaining relationships with youth's families to emphasize youth accountability and success
 - Matches youth workers with employment opportunities based on their skills, work experience, and related training and interests
 - Communicates safety and other concerns to the PC
- Supports the recruitment, hiring, and onboarding of Flying Fruit youth workers
 - Helps create the onboarding plan for youth workers
 - Trains on interviewing and hiring best-practices
 - Serves on interviewing team for youth worker interviews

Required for the consideration for the Job Coach Intern position are a high school diploma and a history of leadership experience. Preferred qualifications are: leadership experience in the education, youth development, retail or service industries; strong youth communication skills; experience with conflict management. A background check will also be required.

Schedule:

This is a paid internship position contracted from April 2022 through September 2022. The Job Coach Intern will work 20 hours per week, including evenings, weekends, and some holidays.

Pay and benefits:

Compensation is \$15/hr, estimated at a total of \$1,200 a month

Benefits include:

- Professional development opportunities through the Choice Program
- Networking opportunities

For best consideration please submit all of the following in one PDF document¹:

1. A cover letter or a [statement of interest](#)
2. Your updated resume
3. The contact information for three professional references

The required single PDF² must be submitted via email to Choiceserves@umbc.edu

Applications reviewed weekly

UMBC is EOE/AA

¹ incomplete, or incorrectly formatted submissions may not be considered

² If you need assistance with creating your PDF please [follow the instructions on this page](#)