



Job Title: Trainee Success Specialist, Wake & Durham Counties

Hope Renovations is an innovative nonprofit with a dual purpose. We empower underemployed women and gender expansive folks to seek living-wage jobs in the trades while carrying out repairs and renovations in the homes of older adults who are aging in place.

Position Overview

We are looking for an energetic and empathetic Trainee Support Specialist to join our team as we grow the Trades Training Program. The Specialist will have both internal and external facing responsibilities focused on supporting participants throughout their engagement with the program. The Specialist will report to the Director of Training Programs, will work alongside training instructors, and will supervise volunteers and interns.

The ideal candidate will demonstrate a deep understanding of equity and intersectionality, a strengths-based approach to individual and group work, strong communication skills, and keen attention to detail and organization. The position requires substantial problem-solving, decision-making, and discretion on a daily basis.

Responsibilities

Recruitment

- Recruit quality candidates into the application pool and cohort enrollment.
- Steward relationships with partner organizations to foster a strong recruitment pipeline.
- Provide clear communications regarding program expectations to set future trainees up for success.

Case Management

- Support candidates and trainees in resolving barriers to training and employment.
- Cultivate and nourish relationships with community resources.

Career Development

- Facilitate career development curriculum, provide one-on-one and group career coaching, and connect trainees with opportunities for employment or further education in the construction industry.
- Steward relationships with employers, apprenticeships, community colleges, and professional associations to support trainee and alumni career opportunities.

Program Evaluation

- Facilitate processes for program participants to provide feedback used to improve programs.

- Facilitate evaluation processes to identify program impact and outcomes to inform success in meeting our mission.
- Ensure data is available for stakeholder communications.

Events

- Develop and implement events to celebrate trainee accomplishments (e.g. graduations)
- Develop and implement events to support trainee and graduate success in the construction industry (e.g. networking events)

Program Administration

- Conduct administrative tasks including responding to inquiries, scheduling, procuring and preparing materials, updating marketing materials and website, and data entry and management.

Team Member

- Identify areas where the Training Program and Hope Renovations can innovate and improve, and bring ideas and solutions to the team's attention.

Preferred Qualifications

- 2+ years of experience working with adult-focused social service, workforce development, or educational programs in any sector (public, nonprofit, private)
- Experience working in a fast-paced environment with self-directed work while managing changing priorities and deadlines
- Experience working with diverse populations, especially related to gender diversity and barriers to employment
- Experience managing volunteers and stewarding partner relationships
- Strong verbal and written communication skills with diverse stakeholders
- Strong computer and technology skills, including familiarity with Microsoft Office products, G Suite products, CRMs (we use Airtable and Salesforce), website design programs (we use Wix), graphic design programs (we use Canva), project management software (we use Asana), Zoom, and AV equipment

Position status: Full-time

Location: Hybrid in-office/remote. Must be able to travel frequently to Hope locations in Chapel Hill, Durham, and Raleigh.

Compensation: \$45,000 annually

Benefits: Health, dental, vision, life insurance, short/long-term disability, 401k, and a generous PTO policy

How to apply: Please send a cover letter and resume in an email with the subject line "Trainee Success Specialist Application" to info@hoperenovations.org.