



## **Wellspring House, Inc.**

### **Career Pathways Administrative Associate – Gloucester, MA**

#### **WHO WE ARE**

Founded in 1981, Wellspring House Inc. is a leading non-profit organization with programs extending throughout the 20 cities and towns of Massachusetts' North Shore region. Our mission is to inspire families and adults to achieve employment and financial security through stable housing, education, job training and career readiness.

**Reports To:** Director of Education and Career Pathways

**FLSA Status:** Non-exempt, Full-Time

**Wages:** Compensation Range = \$24.50 - \$26.50 an hour

#### **Required Qualifications and Experience**

- Ability to exercise discretion and maintain confidentiality
- Ability to work collaboratively with external partners and community-based organizations
- A collaborative and energetic internal team member
- High attention to detail and a commitment to seeing a task through to completion
- Experience with record keeping and database entry
- Associate's Degree in Human Services, Education or related field (Extensive work experience will be considered in lieu of a college degree)
- Multilingual - English/Spanish/Portuguese preferred

#### **Skills, Abilities and Competencies**

- Superior organizational skills, while also possessing the flexibility, creativity, and empathy needed to motivate others and adapt to individual needs
- A growth mindset and desire to continuously refine and improve practices and approaches
- Excellent verbal communication skills with an ability to motivate and connect with others and present information in a clear manner
- Highly collaborative and communicative, yet able to take initiative and be self-directed
- Unwavering commitment to honoring and boosting the confidence, strength, agency and unique power within each person
- Deep commitment to social justice, diversity, equity and inclusion

## **Essential Duties and Responsibilities**

Wellspring seeks to add an experienced Career Pathways Program Associate to its Education and Career Pathways team. The Program Associate is responsible for administrative and program support functions of the department including, but not limited to high school equivalency testing, internal scholarships and funds, external programming, and special projects. The Program Associate also serves as a first point of contact for the department and a wide range of recruitment and outreach for potential participants.

- Works closely with Director of Education and Career Pathways on a daily basis to establish and maintain system structure embedded within the Career Pathways Department
- Serves as primary point-person for collecting application materials and supporting documentation and following up with applicants as needed
- Collects and maintain accurate student record and volunteer information in Apricot database system and on internal Microsoft platforms
- Manage a limited caseload of program participants receiving academic and/or career advising through Commonwealth of MA Department of Transitional Assistance
- Provide Monthly, Mid-Year Progress and Annual Outcomes reports
- Attend weekly staff meetings
- Other duties as assigned

### High School Equivalency Testing – (HiSET)\*

- Communicate weekly with tutors about schedules
- Provide weekly up to date record keeping
- Be present at all Wellspring Test Sessions (Testing is on Wednesdays / Fridays 8AM – 2PM)
- Communicate with PSI Testing Center Help Center for troubleshooting
- Meet with Proctor on test days to review test-takers and schedule

### Programming Responsibilities – Tech Goes Home\*

- Collaborate with Wellspring personnel to determine recruitment and class schedules
- Partner with classroom instructor about learner enrollment forms
- Complete course applications, participant enrollments in database, and technology order forms
- Regularly attend classroom sessions
- Administer post-training surveys in collaboration with the program instructor

### Wellspring Scholarships\*

- Review procedures, process and timeline for the Robert Clark Rogers Opportunity Fund and the Cape Ann Graduates Fund
- Provide information to Wellspring staff / participants and community-based partners about financial opportunities
- Process requests for awarded participants
- Ensure that all requests are fully documented online (and in written format as needed) and uploaded

*\*Responsibilities in the above areas and may shift as the organization needs and programs change over time.*

**Location and Schedule:** Wellspring's home office is located at 302 Essex Avenue in Gloucester, MA. This position is based out of Wellspring's Gloucester office, with the opportunity to work remotely one day per week.

To apply, send a cover letter and resume to: [jobs@wellspringhouse.org](mailto:jobs@wellspringhouse.org). In the subject line, write your name and the position title. We will contact ONLY those individuals selected to continue in the search process. No phone calls please.

Wellspring is an Equal Opportunity Employer that is committed to creating an inclusive organization. We actively seek a diverse pool of candidates for this position.