



POSITION OPENING: WORKFORCE RETENTION MANAGER (MSW)

Date: February 9, 2018

About Hot Bread Kitchen:

Hot Bread Kitchen is a non-profit social enterprise that creates economic opportunity through careers in food. We achieve our mission through our two main programs: Bakers in Training, an intensive, paid on-the-job training program in bread-baking in our commercial bakery for low-income and immigrant women who face significant barriers to employment; and HBK Incubates, a culinary incubator that provides licensed commercial kitchen access and business development support for food entrepreneurs. Hot Bread Kitchen seeks to quadruple the number of women we serve in our workforce development program in 2018 with kitchen fundamentals training and managerial track job placements in the culinary industry among New York's leading food employers through a new apprenticeship model that builds on our decade of experience as a direct trainer and employer for women in need.

Job Description:

Hot Bread Kitchen seeks an MSW to primarily support our Bakers in Training trainees, apprentices and graduates in their ongoing success at their jobs in our commercial bakery or at our employment partners in New York City.

We are seeking a new team member with **social enterprise and program design experience** to partner with us in our growth strategy. Our apprentice model includes a newly created case management component that will be led by the Workforce Retention Manager. Our goal is to provide coaching and strategies to assist our workforce development program clients in adapting and succeeding in the workplace and exceling in their roles.

The Workforce Retention Manager will (1) help design and iterate program level processes and innovations around trainee and graduate retention in the employer setting and (2) design team processes to deliver case management services and (3) provide direct service support and build a safe space for our trainees, apprentices, and graduates to share challenges that may affect their performance on the job. The Manager will also lead and leverage alumni and alumni programming opportunities to support community-building and job retention strategies.

Our ideal candidate will have a Masters in Social Work or closely related degree (LMHC), three-five years of program design and case management experience that includes counseling, coaching, and knowledge of NYC resources. An understanding of the needs of a culturally diverse workforce is essential. This position will report to the Bakers in Training Program Director and will manage MSW interns to support case management activities.

Responsibilities include:

- Design and manage a caseload plan for up to 100 women and provide direct supervision to MSW internship placements to support case management work
- Develop reporting tool to track and monitor impact of retention services
- Design and develop alumni programming that supports community-building and retention outcomes for our graduates
- Strategize new ways to improve, refine and increase number of graduates retained
- Work with Training Program Director, Employment Relations Manager and Training team to create and provide trainings for employment partner managerial staff to increase retention in the workplace.

Preferred Skills & Experience:

- Masters in Social Work/MSW
- Exhibits compassion and warmth that encourages strong and trusting relationships
- Experience and comfort interacting with a broad range of cultures and the interest to increase knowledge of different cultures in order to best assist graduates
- Outstanding relationship building and professional communication skills
- Analytical thinker who approaches challenges with an optimistic, can-do attitude
- Comfort and creativity in developing and owning this newly launched program
- Appetite for working in a fast-paced, constantly-evolving work environment and the ability to work independently in certain situations with little to no direct supervision
- Commitment to Hot Bread Kitchen's mission of empowering low-income, foreign-born women and NYC food entrepreneurs

Schedule: This position is currently contemplated as full-time; however, if desired, we will consider a flexible or reduced-hours schedule for a candidate who possesses the ideal skills and experience.

To Apply:

Applications **must include a cover letter, resume, and salary requirements** and should be sent to: HR@hotbreadkitchen.org. Please include "Workforce Retention Manager - Your Name" in the subject line. Hot Bread Kitchen is an equal opportunity employer and is committed to promoting a diverse workplace.