



Member Engagement Associate

ABOUT HOT BREAD KITCHEN

Hot Bread Kitchen creates economic opportunities for immigrant women and women of color through job skills training, food entrepreneurship programs, and an ecosystem of support in New York City. With over a decade of successful programming under our belt, Hot Bread Kitchen has set a three-year strategic vision to scale our organization once again, this time as New York City navigates through the uncertainties of the pandemic and plans for economic recovery.

THE OPPORTUNITY

Hot Bread Kitchen is seeking a highly motivated and resourceful Member Engagement Associate who will provide direct support services to members, both current and alumni, of Hot Bread Kitchen's Career, Bridge and Food Entrepreneurship programs. The ideal candidate will have knowledge of social work based practices and passion for client facing work. This position will be responsible for ensuring Hot Bread Kitchen members are in programs that support their goals of economic mobility and they are equipped with resources and tools in order to advance beyond our programs. The Member Engagement Associate will be a part of the Member Engagement team, working collaboratively and creatively across the organization to help strengthen and implement Hot Bread Kitchen's member engagement program. This will include growing our member support services, affinity groups and alumni engagement services. The Member Engagement Associate reports directly to the Senior Manager of Member Engagement.

RESPONSIBILITIES:

The Member Engagement Associate will be responsible for

- Providing direct support services and case management for up to 100 members per year
- Helping facilitate member alumni services and/or events
- Helping identify and set up topical areas for member affinity groups
- Monitoring the impact of member engagement activities and addressing program needs
- Helping to identify and develop new referral partnerships to address member needs
- Teaching professional readiness to members enrolled in career programs
- Advocating for members needs whenever needed
- Using motivational interviewing techniques as appropriate to help guide participants to goal achievement
- Maintaining accurate and up to date member records in Salesforce; updating progress notes consistently and in real time
- Supporting community outreach efforts as needed

QUALIFICATIONS:

- Strong passion for Hot Bread Kitchen's mission
- Bachelor's degree in Social Work or human services preferred
- Direct service experience or 1-3 years experience in case management
- Experience in working with and supporting diverse populations
- Excellent interpersonal and written communication skills with the ability to quickly build rapport with all types of personalities and leadership levels
- Ability to work independently and diligently with efficient organization skills and attention to detail



- Some facilitation experience, preferably for teaching soft skills or professional readiness
- Computer proficiency in Salesforce, Microsoft Office Suite, and Google Workspace Suite
- Ability to think and problem solve creatively, collaborate with others often, and sense of humor!
- Other language proficiency is a plus! (French, Bengali, Arabic, Spanish)
- Familiarity with navigating NYC's support systems (affordable housing, childcare, mental health, public benefits, etc.)

Location: This position is based in Hot Bread Kitchen's new facility in Chelsea Market. Some local travel throughout New York City will be required.

Compensation: This is a full-time position. The salary range begins at \$50,000 and is commensurate with experience.

Hot Bread Kitchen's comprehensive benefits package includes health/vision/dental insurance (available from day one!), 401K contributions, flexible vacation time, family leave, and a sabbatical program. Our organizational culture is entrepreneurial, flexible, and civically-minded (learn more about our culture on hotbreadkitchen.org/careers!)

TO APPLY: Applications must include a cover letter, resume, salary requirements and should be sent to: HR@HotBreadKitchen.org. Please include "Member Engagement Associate - Your Name" in the subject line.

Hot Bread Kitchen is an Equal Opportunity Employer and does not discriminate against applicants based on race, religion, color, disability, medical condition, legally protected genetic information, national origin, gender, sexual orientation, marital status, gender identity or expression, sex (including pregnancy, childbirth or related medical conditions), age, veteran status or other legally protected characteristics. Any applicant with a mental or physical disability who requires an accommodation during the application process should contact hr@hotbreadkitchen.org to request such an accommodation.