



Job Description: Support Services Director

Organizational Background:

The Hidden Genius Project is a non-profit headquartered in Oakland, California that trains and mentors Black male youth in technology creation, entrepreneurship, and leadership skills to transform their lives and communities. The Hidden Genius Project seeks to reveal the true potential of black male youth and transform their communities from the inside out. Through our student-centered, project-based approach, we invest in young Black men, give them access to technology training, and plug them into an ecosystem of innovation and empowerment. The Hidden Genius Project was founded in 2012 and established a full-time infrastructure in 2015. The organization now operates Intensive Immersion Programs in Oakland, Richmond, and Los Angeles California, and is launching a site in Detroit in 2022. As the program continues to grow, The Hidden Genius Project seeks to impact thousands more Black males and young people in the coming years.

Position Purpose and Summary:

The Support Services Director within The Hidden Genius Project is an essential architect of the organization's strategy to provide responsive, culturally competent support to youth participants, with a particular emphasis on students participating in the intensive Immersion component. Hence, they are primarily responsible for coordinating—in partnership with internal and external stakeholders alike—the holistic care model necessary to ensure a safe and welcoming learning environment that promotes inclusiveness and retention. The Hidden Genius Project seeks to effect a radical transformation in the delivery of education services in technology, entrepreneurship, innovation, and the Support Services Director also serves as a fundamental strategist toward this end. Accordingly, it is vital that they continually exercise ingenuity, enthusiasm, and a deep commitment to continual learning within an exciting startup environment. Finally, the Support Services Director works as part of a dynamic, communicative, and supportive team of staff, volunteers, and Board members committed to their success. This is the consummate role for an individual with a creative and entrepreneurial spirit.

Major Areas of Responsibility:

- **Strategy Development**— Develop and refine comprehensive and holistic strategy to provide support to Immersion participants (Hidden Geniuses) that enhances the quality of their experiences and strengthens retention. Develop strategic vision and plan to build an effective, healthy, and dynamic organization capable of growing its reach to national levels. Engage with strategic partners to build relationships, collaborate, and share learnings. Represent The Hidden Genius Project as thought leader in the field.
- **Mentorship and Positive Student Experience**— Develop rich one-to-one connections with Immersion participants. Through mentorship relationships, identify holistic participant needs as they arise, and strategize with The Hidden Genius Project staff to develop a plan to address them. Solicit participant and parent/guardian feedback to guide responsive programmatic improvements to maximize participant enjoyment and success.

- **Interface with Key Stakeholders**— Coordinate responsive communication with participants, their families, and key partners. Identify pressing constituent needs, and develop strategic responses.
- **Intern Coordination**— Plan, organize, track, and communicate support strategies to Master’s in Social Work (MSW) interns and other volunteers, as needed, to support Immersion and Catalyst programs.
- **Model Staff Leadership**—Provide positive and optimistic leadership and problem solving in alignment with The Hidden Genius Project’s values. Oversee the knowledge-sharing strategy across The Hidden Genius Project’s sites, ensuring that information is standardized and easily accessible, and that site teams can learn from each other and share best practices. Work closely with Executive Director to develop and disseminate key support services practices, while ensuring compliance with all relevant policies, laws and regulations.
- **Other Duties as Assigned by Supervisor**—Work on other short-term and long-term projects as the need arises.

Qualifications:

- Strong work ethic and passionate commitment to the wellbeing of young people
- Proficiency in long-term strategic planning and short-term plan implementation
- Familiarity with and belief in healing/trauma-informed care and holistic health models
- Facility with building and implementing support services referral models to meet student needs
- Experience working and communicating effectively with youth of color, underrepresented youth, and/or low-income youth
- Ability to receive feedback and engage in continuous self-improvement
- Strong cultural competence and commitment to asset-based youth development strategies
- Creative, resourceful, inquisitive, reliable, organized, proactive
- Sharp attention to detail
- Ability to work collaboratively and across sectors
- Strong knowledge of youth development field and models
- Strong knowledge of nonprofit fundraising models
- Strong written and oral communication skills
- Bold strategic vision and bias toward execution
- Ability to work more than 40 hours per week, and during the evenings and weekends, as needed.

Role Overview:

- Reports to: Programs Director
- Role Location: Oakland, CA
- Status: Exempt
- Schedule: Full Time (40 hours per week)
- Education: Bachelor’s Degree required; Master’s in Social Work Degree, or reasonably related certification and/or experience
- Years of Experience: 5+ years in roles that demonstrate nonprofit management, youth development, and strong managerial/leadership experience
- Compensation: Salary and benefits will be competitive and commensurate with experience

- Benefits Include: Medical, dental, vision, 401K plan, and significant paid time-off (PTO) package

Applying:

To apply, please submit a resume and cover letter outlining your interest in the role and how your qualifications align with the above requirements via email to hire@hiddengeniusproject.org, with the subject head: "Support Services Director."