



JOB DESCRIPTION: Support Services Manager

ORGANIZATION BACKGROUND:

The Hidden Genius Project is a non-profit 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 Oakland in 2012 and operates sites in Richmond, California, Los Angeles, and Detroit while delivering various programming with partners throughout the world. As the program continues to grow, The Hidden Genius Project seeks to impact thousands more Black males and young people in the coming years [more info at www.hiddengeniusproject.org].

Position Purpose and Summary:

The Support Services manager within The Hidden Genius Project implements the holistic care management model according to the Support Services strategy. The Support Services Manager ensures that student participants in The Hidden Genius Project's Intensive Immersion program receive comprehensive services, driven by their expressed needs, in support of successful program retention, completion, and transition. Hence, they are primarily responsible for conducting the student and family intake process (which includes demographic data collection and assessment of needs) and working with students and families to develop and manage the Individualized Care Plans; and coordination of care including problem-solving, helping students navigate services, service referral, and occasionally coordinating workshops on various student success themes (i.e. Post Secondary Planning; Life Skills, Planning and Organization etc...). Additionally, they coordinate with and work collaboratively with the Programs and Operations staff. The Hidden Genius Project seeks to provide a holistic care model that is strengths-based and is culturally responsive to the needs and goals expressed by our youth and family participants, the Support Services Manager serves as a critical contributor toward this end. Accordingly, it is vital that they continually exercise ingenuity, enthusiasm, ethics, and a deep commitment to continual learning within an exciting startup environment. Finally, the Support Services Manager supports and 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 the social change agent with a creative and entrepreneurial spirit.

Major Areas of Responsibility:

Please note that Areas of Responsibility generally pertain to support of a specific site (to be described and assigned by the Supervisor)

- **Provide Care Management Services-** Implement student Care Coordination Model in response to student and family needs. Develop and maintain a positive rapport with youth and family participants, identify resources and services in response to student needs, and facilitate healthy linkages to resources through service referral to external partners. Provide



one-on-one student support through care management services. Assist with basic need resources in support of successful youth participation in the Immersion Program (i.e. snacks and meal services).

- **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.
- **Training, Technical Assistance, and Facilitation** – Train The Hidden Genius Project staff and volunteers on relevant human service topics, best practices, and methods. Engage relevant external stakeholders to leverage resources and develop partnerships towards meeting youth and family participant needs. Collaborate in designing strategies to scale impact and/or support systems-level implementation. Facilitate training and/or convenings for adults interested in providing technology education and direct services to youth. Train volunteers to support classroom and Catalyst activities, and manage them within those settings.
- **Intake Process Management** - Oversee distribution and collection of Intake documents. Support all cohorts in the intake documentation process document process.
 - This includes working with the Support Services team to update documents and utilize e-signing process for document distribution
- **Support Services Protocol Management** - Review and update Support Services Protocol, as necessary, in collaboration with the Support Services team.
- **Collaboration with College Access Team** - Engage College Access Fellow and Alumni Support Coordinator to coordinate on Genius outreach, data distribution, and holistic service delivery.
 - This may include having Youth Care Coordinators provide outreach to Genius alumni
- **Youth Care Coordinator Management** - Manage work plan, scheduling, training, and activities of Alumni Youth Care Coordinators, to ensure effective caseload management and adequate coverage.
- **Hidden Genius and Family Event Coordination** - Oversee the coordination of Genius and Family activity events.
- **Coordinate Genius Family Meetings** - Drive implementation of intake, quarterly and exit meetings for Geniuses and families. Conduct additional meetings as needed.
- **Oversee the day-to-day operations of Support Services** - Work with Support Services staff to collect necessary data pertaining to youth across all Immersion Program cohorts. Implement a reporting system for necessary team members, i.e. leadership team and Board members.



- **Other duties as assigned by the Executive Director and/or Programs Director** – Work on other short-term and long-term projects as the need arises.

General Responsibilities:

- Serve as an exceptional role model, mentor, and champion to The Hidden Genius Project youth and family participants.
- Communicate effectively (via email, phone, and/or postal mail) and in a timely manner with all relevant constituencies, including participants and their parents/guardians.
- Act as dynamic ambassador to The Hidden Genius Project within the community

Qualifications, Skills, and Abilities:

Required

- Excellent leadership abilities
- High comfort level with technology
- Experience working and communicating effectively with urban, underserved, and/or low-income youth
- Intense commitment to the life success of Black males and boys and men of color
- Experience mentoring and working closely with Black male youth
- “Can do” attitude and ability to work as part of a team
- Willingness to develop differentiated learning experiences
- Ability to prioritize, organize, and delegate effectively required.
- Ability to receive feedback and engage in continuous self-improvement
- Ability to adapt to a dynamic, rapidly-changing work environment
- Ability to build positive relationships with all important constituencies
- Firm belief in personal accountability, producing measurable outcomes, and sustaining high expectations

Desired

- Bachelor’s Degree, plus relevant credential (Master’s in Social Work)
- 3 or more years of experience with direct service case management
- 3 or more years of experience providing youth services
- Commitment to achieving The Hidden Genius Project’s mission and vision
- Excellent writing, communication, presentation, and group facilitation skills

ROLE OVERVIEW:

- Role Location: Richmond, California
- Reports to: Temporarily reporting to Curriculum & Instruction Director (based in Oakland, CA) until the Support Services Director or Site Leadership role is hired.
- Manages: Interns, and volunteers (including coordination tasks)
- Status: Exempt
- Schedule: Full Time (minimum 40 hours per week); starting by December 2022; working evenings and weekends, as needed

**Benefits:**

- Dynamic, fun work environment.
- Excellent opportunity to make a significant impact in the lives of numerous underserved youth.
- Entrepreneurial organization; implement your own ideas and immediately see the effects.
- Opportunity to meet and interact with multifarious individuals in the technology industry.
- Opportunity to play a fundamental role in building a national program.
- Opportunity to innovate in building effective models for holistic technology instruction

Physical Demands:

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job.

- Regularly sit, stand, talk, and move around for extended periods of time.
- Periodically lift or carry up to 50 pounds.
- Travel and supervise transportation of students as needed.

Compensation:

- Salary and benefits will be competitive and commensurate with experience

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 Manager"

ABOUT THE HIDDEN GENIUS PROJECT CREATION & COMMITMENT:

The Hidden Genius Project trains and mentors Black male youth in technology creation, entrepreneurship, and leadership skills to transform their lives and communities. Founded in 2012 by five Black male entrepreneurs/technologists who were unnerved by the dramatic juxtaposition between the high unemployment of Black male youth and the plethora of career opportunities within the local technology sector, The Hidden Genius Project connects young Black males with the skills, mentors, and experiences that they need to become leaders in high-performing entrepreneurs and technologists.

The Hidden Genius Project is an equal opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex (including pregnancy, childbirth, reproductive health decisions, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, genetic information, political views or activity, or other applicable legally protected characteristics. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. If you have a disability or a need that requires an accommodation, please let us know.

We value diversity and inclusion and encourage people of color to apply for our open positions. To be successful in our work, one must have a passion for young Black males and through operational excellence, be able to serve them in their current state and for the betterment of their future.