



CRISTO REY
PHILADELPHIA
HIGH SCHOOL

Job Description

Instructional Specialist & Client Relationship Manager Work Study Program

Organization Summary:

[Cristo Rey Philadelphia High School](#) (CRPHS), a college preparatory, Catholic school for students of all faiths, nurtures and challenges young people to recognize and realize their full potential as they learn to love others, grow in their faiths, and serve the common good. Founded in 2012 and based in a beautiful campus in the Tioga neighborhood of Philadelphia, the school serves over 540 students in grades 9-12 from across the city of Philadelphia as well as Camden.

Each student participates in the Work Study Program (WSP), an integral part of the Cristo Rey model in which every student works one day a week throughout their four years at the school. WSP is a subsidiary employment agency operated within CRPHS that trains students for entry-level employment and markets their services to local clients, enabling all students to earn approximately half the cost of their education through a job-sharing partnership. WSP participation is a critical component of every CRPHS student's education. Through this program, CRPHS students provide valued service to Philadelphia area companies and organizations where they also find mentors and forge fundamental networks for their future success.

The Ideal Candidate:

Cristo Rey Philadelphia High School is seeking dedicated, intellectually curious and mission-driven individuals who are open to growth, committed to equity and inclusion, and who reflect and/or celebrate our rich cultural diversity. As part of the team, they will have an opportunity to continue to develop one of Philadelphia's most promising educational options for young people.

Reports to: Vice President, WSP; This is a 12 month role

Duties & Responsibilities:

- 1. Develop and implement curriculum and programming for the remote and hybrid student workforce.**
 - Collaborate with the Work Study Team to enhance and improve the overall experience of students and job partners that are participating in the remote work program.

- Identify, assess and implement engagement opportunities between student associates and business professionals during remote and hybrid work days.
- Collaborate with job partners and students to create meaningful networking and coaching touchpoints between student associates and program supervisors.
- Develop curriculum focused on the critical skills of today and of the future of work for remote and hybrid student associates.
- Supervise, mentor and coach student associates on their workday in our dedicated remote work site.
- Create a focused and professional work/learning environment that is also positive, energizing, and fun.
- Develop and manage curriculum, protocols, procedures, work assignments and professional development opportunities for student associates when they are temporarily unable to report to work onsite.
- Develop tools and trainings to support supervisors who are participating remotely.

2. Create systems and processes for an integrated and holistic approach to teaching workforce skills between the Academic Program and the Work Study Program to prepare students for success in their work study placements and future jobs.

- Collaborate with Academic and Work Study Program leadership to identify the communication, analytical, technical and executive function skills currently taught across the curriculum.
- Identify opportunities for horizontal and vertical curriculum alignment of workplace skills being taught by academic faculty, work study staff and job partners.
- Analyze student performance data to identify themes and then collaborate with Work Study Team to address skills gaps, needed supports and strategies.
- Conduct research on the Jobs of the Future and the corresponding skills students will need to thrive in future placements.
- Collaborate with the Work Study Team to develop curriculum and programming on the skills relevant to the future of work.
- Work with Work Study and academic staff to support the sharing of best practices

3. Manage a portfolio of job partner accounts

- Serve as a liaison and account manager to an assigned portfolio of corporate partners
- Proactively provide assigned portfolio of corporate sponsors with information about the students, respond to inquiries and resolve issues in a timely manner
- Identify and proactively resolve challenges to help students excel in the workplace
- Facilitate and walk students and parents through any job onboarding requirements required by our corporate sponsors
- Follow up on timecard and evaluation comments with supervisors, students, and parents/guardians
- Assist in the implementation of retraining and remediation programs for students based upon supervisor feedback, observations from site visits, and performance evaluations.

- Work collaboratively with Work Study team members, Deans and Counseling department as needed to support students in the workplace and uphold Cristo Rey policies and expectations
 - Model career readiness competencies in demeanor, dress, attitude, and work ethic
 - Nurture an environment where commonalities and differences among people are recognized, and to be a champion of diversity, equity, and inclusion best practices
- 4. Support the daily operations of the Work Study program including but not limited to morning send off, student onboarding, event planning and execution, and additional duties as assigned.**

Required Skills & Qualifications:

- A desire to learn and be part of the unique Cristo Rey mission, recognizing the educational value and financial importance of the work study program; workforce development experience preferred;
- Successful applicants will embody the mission-commitment, intellectual curiosity, openness to growth, and optimism that are central to the character of our team.
- Excellent interpersonal, written and verbal communication skills
- Basic knowledge of database management such as Salesforce, Google Drive, and other information management systems
- Creative and entrepreneurial attitude with a desire to work in a fast-paced, detail-heavy environment that often presents competing priorities that require quick decisions and good judgment.
- Comfortable working independently and collaboratively.
- Ability to work in a faith-based organization
- Bachelor's Degree
- Experience with Curriculum Design and Implementation
- Customer Service Experience

Conditions of Employment

- This position is an exempt, full-time, onsite position
- Must pass background checks for working in a school setting
- Must hold a valid driver's license
- Vaccination of COVID-19 as a condition of employment, subject to lawful exemptions

Physical Requirements:

Ability to physically perform the duties and to work in the environmental conditions required such as:

- Functioning in classroom space – walking, sitting, standing, reaching
- Must be able to sit for up to two hours looking at a computer monitor, using a keyboard/mouse and typing
- Must be able to stand for up to two hours instructing a classroom of learners
- Must be able to lift up to 25lbs on a frequent basis.

Application Process:

To apply for the Student Success Coach position at Cristo Rey Philadelphia High School, please submit a PDF of the following documents in an email to jointheteam@crphs.org:

- Resume or CV;
- Cover letter expressing interest in this position;
- Three references including name, title, relationship to applicant, phone number, and email address of each;

Cristo Rey Philadelphia High School is an equal-opportunity employer with excellent benefits and a mission-driven culture that values community and initiative. Salary is commensurate with experience.