



Title of Position: SYEP Site Monitor

Location: Queens (requires travelling between worksites in Brooklyn, Queens, and Manhattan)

Hours: 25 hours a week; Monday-Friday; weekend and evening availability if needed

Compensation: \$18-20 hourly

Status: temporary

Reports To: SYEP/WLG Job Developer

Queens Community House (QCH) is a multi-site nonprofit organization serving the diverse population of Queens through a broad network of programs for children and youth, adults and families, and older adults. Our mission is to provide individuals and families with the tools to enrich their lives and build healthy, inclusive communities. We are a modern interpretation of the traditional settlement house, bringing to our work innovative leadership and a passion for social and economic justice. We welcome amazing individuals who have diverse backgrounds and experiences, are inspired by our mission, and are highly motivated to change lives.

We are seeking qualified applicants who, under the supervision of the Job Developer, will support the **Summer Youth Employment Program (SYEP)**. The **SYEP Site Monitor** will support the team in creating a safe, welcoming, and nurturing environment. This position will serve as a main point of contact for work site employers and program participants ages 16-24. The primary responsibilities will include: data entry, maintaining files, contacting program participants and work sites, conducting participant interviews/intake, assisting with recruitment, enrollment, orientation, co-facilitating workshops, monitoring work sites, and providing overall support to the SYEP staff.

Primary Responsibilities:

- Maintain a professional attitude and manner at all times that reflects the high standards of the program and organization you serve and represent.
- Conduct pre-assessments for all work sites before the placement of participants.
- Assist with participant enrollment and required document collection.
- Conduct weekly worksite visits to check in with participants and conduct written work site assessments. Visits will ensure safe and productive work environments for program participants and employer satisfaction.
- Retrieval of weekly time sheets, evaluations, and job placement referrals from each participant.
- Conduct participant and work-site file audits to check for completeness and accuracy.
- Develop a strong, professional relationship with the Work Site Supervisor and the SYEP participants.
- Assist with resolving any SYEP Worksite/Participant issues, and report any issues or concerns to their immediate supervisor as they are identified.
- Triple-check time sheets and documentation to ensure accuracy and completion.
- Demonstrate appropriate boundaries with teens, parents, external sites, and co-workers.
- Maintain well-documented client records and program statistics to comply with agency, program, and funding requirements.

- Assist with the preparation of the close-out package and audit.
- Attend all job-related trainings/workshops.
- Assist with overall SYEP operations.
- Other duties and special projects as assigned.

Qualifications:

- High School Diploma required; Bachelor's degree in a related field preferred.
- An unwavering commitment to customer service, with an ability to build productive relationships, resolve complex issues, and win customer loyalty.
- Detail-oriented, organized, and experienced regarding paperwork; able to meet all daily/weekly deadlines in a timely fashion; highly dependable.
- Demonstrate excellent communication and problem-solving skills while being able to function effectively in a fast-paced program environment.
- Demonstrated ability to relate to young people and staff as a positive adult role model.
- Flexible and comfortable taking initiative as well as working independently and/or in a group.
- Demonstrate cultural competency and have an appreciation for and sensitivity to participants' cultural heritage and traditions, life experiences, sexual orientation, and gender identity
- Excellent written and verbal communication skills.
- Proficiency with various computer programs and willingness to learn new ones.
- Ability to maintain confidentiality and use appropriate discretion.
- Must be available to work until August 31, 2024.
- **Ability to travel between numerous worksites within the boroughs via public transportation or personal car**
- Must be cleared of NYS DOE Fingerprinting Screening; NYS Clearance Review Background Check; 3 Reference Checks; physical examination with updated TB test.

Additional Details:

This is a temporary position with the possibility of permanent employment opportunities. Ideally, dates of work would be April 1-August 31; a later start date may be acceptable; staff must be able to work until August 31.

If you have any questions, please email syep@qchnyc.org. Please address the cover letter to Sarah-Jeen Delly, SYEP/WLG program director, 70-34 Austin St, Suite BB, Forest Hills, NY 11375

JOB APPLICATION LINK:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=723410a7-c79a-4177-a9a5-f17134afc272&ccId=2611115997_3618&jobId=478077&lang=en_US

As of August 16, 2021, all Queens Community House new hires (who are not currently employees of Queens Community House) must provide either proof of COVID-19 vaccination or evidence of having received one dose of the two-dose vaccination prior to beginning their employment unless they have been granted a reasonable accommodation for religious or medical reasons.

Queens Community House, Inc. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Drug-Free Workplace.