



Alumni and Retention Specialist

At CrossPurpose, we believe in being all-in, putting down deep roots in a community, and loving neighbors even when it costs us. We believe that diversity is not just beautiful, it is necessary. We believe in telling people the truth, even when it hurts. These are just some of our values, and we take them very seriously. CrossPurpose is a faith-based organization, affiliated with Providence Bible Church, and we believe that the nonprofit organization, working in tandem with the local church, most fully reflects God's kingdom.

As an employee of CrossPurpose, you will be joining a Christian community on mission to abolish all forms of poverty in northeast Denver. If you are just interested in a job, this opportunity is not for you. If you are looking for a way to live out your purpose, read on.

We actively strive for diversity in our workforce. To learn more about who we are and what we do, check out www.crosspurpose.org.

Reports to:

CEO & CPO

General Job Responsibility

The Alumni and Retention Specialist is responsible for providing long-term case management and post-graduation care to program graduates so that they may obtain or maintain a career with advancement opportunities leading to a livable income of \$15 or more/hour. They will use a variety of strategies to engage and support program graduates, including but not limited to: retention studies, long-term case management, Middle Skills and Employment development, resource referrals, soft skills training, and community building.

Specific Job Responsibilities

Retention Responsibilities

- Conduct regular check-ins with program graduates, with a focus on employment retention, stability and program engagement
- Obtain retention data from 80% or more of the program graduates
- Input retention data to inform the programmatic and operational decision-making process
- Create timely and accurate retention reports

Long-Term Case Management Responsibilities

- Identify appropriate resources to respond to Leader needs and make any referrals necessary to implement care plans
- Develop relationships with Leaders currently in the program, to facilitate caseload transition at the end of the program
- Actively pursue program graduates to understand their needs and provide ongoing support and resources
- Ensure that 30% of graduates receive one or more of the following services: education scholarships, counseling, life coaching, life insurance, job search assistance, personal and professional development classes, or attend an alumni reunion
- Work closely with Site Team staff and centralized departments to ensure effective use of program resources

Idea Accelerator Program

- Implement CrossPurpose's 6-month Change Agency Alumni Program
- Recruit Alumni for Change Agency Alumni Program per cohort
- Plan, implement and promote programs and projects that strategically engage CrossPurpose alumni who desire to stay involved and give back to their community
 - 15% of Alumni give back to CrossPurpose in one or more of the following ways: Change Agency, allyship, Ambassador Program, artwork, spoken word or singing at CrossPurpose events
- Establish, build relationships with and maintain regular communication with alumni

Community Development Responsibilities

- Attend and help facilitate Family Gatherings
- Attend and help facilitate Leader graduation program
- Attend and help facilitate reunions
- Facilitate the Alumni small group during Family Gathering

Alumni Personal and Professional Development

- Prepare and coordinate engaging, motivating, and comprehensive soft skills related lessons for Alumni (communication, business skills, Pairin lessons, etc).

Qualifications

- Significant experience as a case manager, retention specialist or similar role
- 3+ years of cross-cultural leadership experience
- Strong interpersonal, written, and oral communication skills; proven ability to communicate with diverse audiences
- Attention to detail, high standards, initiative, and follow through
- Proven ability to motivate others and solve problems
- Team player who is willing to help other staff team members when needed
- Must be able to work creatively within a budget and use innovation to find ways of more effectively managing resources

Qualifications

- A deep level of knowledge and understanding of the complexity of poverty and a familiarity working with issues of poverty
- 3+ years of career and community development experience, preferably in a complex multi-program environment; related master's degree a plus
- 3+ years of cross-cultural leadership experience
- Strong interpersonal, written, and oral communication skills; proven ability to communicate with diverse audiences
- Strong organizational skills, attention to detail, high standards, initiative and follow through
- Proven ability to motivate others and solve problems
- Team player who is willing to help other staff team members when needed
- Must be able to work creatively within a budget and use innovation to find ways of more effectively managing resources
- Strong commitment to Christian faith

Core Competencies

- *Action Oriented* – Takes on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm.
- *Values Differences* – Recognizes the value that different perspectives and cultures bring to an organization; is sensitive to socio-economic and cultural norms, expectations, and ways of communicating.
- *Instills Trust* – Gains the confidence and trust of others through honesty, integrity and authenticity.
- *Situational Adaptability* – Adapts approach and demeanor in real time to match the shifting demands of different situations.
- *Ensures Accountability* – Holds self and others accountable to meet commitments.
- *Manages Conflict* – Handles conflict situations effectively.
- *Innovative* – Capable of creating or seizing opportunities to improve service effectiveness.

Hours

40 hours/week

Compensation and Benefits

Salary: \$50,000

Vacation: 10 days, plus the week between Christmas and New Years

Interested?

To apply, please send a resume and cover letter to careers@crosspurpose.org.