



**DEPARTMENT: College Prep Program**  
**POSITION: Student & Family Support Coordinator (SFSC)**

**OVERVIEW OF TENACITY**

Founded in 1999, Tenacity's mission is to improve the scholastic, character, and physical development of urban youth through a combination of academic instruction and tennis instruction/competition, with a focus on life skills and character development. Tenacity's programs together offer a "*Pathway to Excellence*" and serve 6000 youth annually. The Tenacity Pathway includes:

- Elementary School Program: 4<sup>th</sup>-5<sup>th</sup> Grade. This program exposes students in gym classes to tennis and helps identify "right fit" youth for Tenacity's next phase of the Pathway.
- Middle School Academy (MSA): 6<sup>th</sup>- 8<sup>th</sup> Grade. This is Tenacity's intensive, curriculum-based three year program geared toward high school readiness. The MSA program includes academic enrichment, homework help, study/life skills development and tennis programming, and culminates in a high school selection process for 8<sup>th</sup> grade students, led by staff from the College Prep Program.
- College Prep Program (CP): 9<sup>th</sup>-12<sup>th</sup> Grade. The College Prep Program serves approximately 200 graduates of the MSA during their high school years, and offers academic support, mentorship, and comprehensive college prep programming to ensure success in high school and in post-secondary education. In the later years of high school, the College Prep Program offers intensive guidance around post-secondary planning.
- The Post-Secondary Services Program extends its support to youth beyond high school in an effort to promote successful completion of post-secondary pursuits.
- The Summer Reading & Tennis Program (STRP) serves 5,000 youth ages 6-16, providing literacy, tennis and wellness programming in July and August, and preventing summer reading level loss. Many School-Year Pathway participants participate in and/or work for STRP.

Tenacity's Pathway programs work in concert to engage youth and their families year-round for nine or more years of their lives, often changing the trajectory of their futures. Throughout its history, Tenacity has maintained a 95% high school graduation rate among students who have completed the MSA, with 78% going on to higher education.

**POSITION SUMMARY**

With almost 200 students at more than 30 high schools, College Prep engages participants at the whole-group, grade-specific, and individual levels. Our objective is to holistically meet the needs of each student, promoting their journey along a positive path to post-secondary pursuits and productive adult lives. As the College Prep team grows to meet the critical needs of Boston's youth, it offers a unique opportunity for a talented professional who understands the development of the whole child.

The successful candidate will be energetic, collaborative, "willing to go the extra mile," and be deeply committed to empowering Boston's youth to achieve academic and personal success. S/he must also be dedicated to promoting and increasing parent and family involvement in all aspects of programming.

The SFSC position requires daily travel around the city to high schools, students' homes, partner programs' offices, college campuses, etc. Under the direction of the Director of College Prep & Alumni Programs, this position will primarily focus on direct service with Tenacity high school students and their families, as well as relationship-building and collaboration with high schools attended by these students.

**Duties of this position will include, but are not limited to:**

**Student Engagement & Support** (for students at assigned “Cluster” of Boston-area high schools)

- Development of mentoring relationships
- Persistent outreach/check-ins via phone, in person, and via social media
- Tracking of students’ academic performance and identifying/addressing obstacles to success
- Communication with high schools & community-based programs regarding “shared” students
- Coordinate, lead, and/or serve as extra staff for events, workshops & homework help sessions
- Assist in curriculum development, planning and facilitation of monthly student workshops for grades 9-11
- Recruit students to events and workshops
- Crisis Management (with regard to students/families)

**Family Engagement**

- Regular outreach/communication with parents/guardians
- A minimum of one family visit annually with each Tenacity student and their family
- Additional family visits for students struggling with truancy, academic failure, court involvement, and/or other high-risk circumstances.
- Develop, recruit for, and facilitate (or bring outside resources to facilitate) parent workshops that strengthen parents’ ability to participate in and support their teens’ personal & academic success.
- Serve as a liaison to build trusting relationships between parents and high schools. This may include helping to assist parents in minimizing language and/or cultural barriers.
- Act as a resource for families/help identify additional services or support they may need.

**Miscellaneous**

- Engage in diligent and comprehensive data collection of tracking of student data and your own outreach & student support
- Intensive team collaboration, including daily communication (written & verbal), a weekly team & management meeting, acceptance of resources and expertise offered by fellow team members, and participation in group efforts such as grades collection, newsletters, mailings, special events, etc.
- Assistance with “onboarding” process:
  - Educate rising 9<sup>th</sup> graders and their families about the College Prep Program

**Qualifications**

- Bachelor’s Degree Required. Master’s Degree in Education, Counseling, Social Work, Youth Development, or related field preferred. Experience working effectively with a diverse population of teens and families.
- Belief in Tenacity’s mission and model.
- Ability to develop impactful relationships with students/families while maintaining professional boundaries.
- Experience building and managing relationships with multiple stakeholders, e.g. partner programs and schools.
- A “do whatever it takes” attitude, including willingness to travel around Boston daily and work non-traditional hours.
- Excitement about working as part of a highly collaborative team.
- Ability to think critically and find solutions to complex and challenging situations. Flexibility/Ability to adapt to last minute changes and demands.
- Willingness to adhere to organizational and programmatic policies and procedures.
- Valid Massachusetts Driver's License required; Daily access to reliable vehicle strongly preferred.
- Excellent verbal, written and interpersonal communications skills.
- Computer/internet savvy, with proficiency in Microsoft applications (Word, Excel, PowerPoint).
- A balance of self-direction/initiative and humility/a desire to learn.
  - Strongly preferred: Spanish or Haitian Creole fluency (written/verbal).

**TO APPLY:** Please send a cover letter and resume to [garyphillips@tenacity.org](mailto:garyphillips@tenacity.org), and include "College Prep SFSC" in the subject line of your email.