



Organization Tenacity, Inc.
Title Student & Family Support Coordinator
Location Boston, Massachusetts
Type: Full Time, Exempt
Reports To: VP of Pathway Programs
Compensation: Commensurate with experience

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. The four Tenacity Pathway school-based programs – Elementary School, Middle School Academy, College Prep, and Post-Secondary Services – serve up to 800 students annually and encourage long-term program participation that builds students’ sense of resolve and accomplishment as they meet the unique challenges of each new phase in their academic journey. The Summer Reading & Tennis Program serves over 4,000 youth ages 6-16, providing tennis classes and complementary enrichment activities. The youth outcomes we focus on include tennis and fitness skills and confidence, community connection, support from caring adults, healthy behaviors, acquisition of social skills, resiliency to trauma, and eventual employability.



Over its 20+ year history, Tenacity has maintained a 95% high school graduation rate among students who have completed the Middle School Academy, with 80% going on to higher education (compared to the overall Boston Public School graduation rate of 70% with just 35% going on to higher education). In Fall 2020, Tenacity was featured on the Boston ABC Affiliate: <https://www.wcvb.com/article/tenacity-break-point-in-public-education/34168824>

Tenacity’s programs are at the intersection of education, fitness and youth development – helping less advantaged Boston youth build important academic, college readiness, and life skills while forming positive identities as life-long learners on their way to post-secondary success.

OVERVIEW OF POSITION

With almost 200 students at more than 30 high schools, the College Prep program 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.

The SFSC position requires daily travel around the city to high schools, students' homes, partner programs' offices, college campuses, etc. This position primarily focuses 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. 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.

Specific responsibilities of the SFSC include:

- 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 per year with Tenacity students and their families
 - 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.
- Team Collaboration
 - Intensive team collaboration, including daily communication (written & verbal), a weekly team 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 9th graders and their families about the College Prep Program
 - Engage in diligent data collection, record-keeping and logging

QUALIFICATIONS

- Passion for Tenacity's mission
- 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.
- A balance of self-direction/initiative and humility/a desire to learn.
- Willingness to adhere to organizational and programmatic policies and procedures.
- Valid Massachusetts Driver's License required; Access to reliable vehicle strongly preferred.
- Excellent verbal, written and interpersonal communications skills.
- Well versed in Microsoft Office Suite, including Word, Excel, and PowerPoint
- 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.
- Spanish speaker or multilingual strongly preferred

To apply, please clearly note "SFSC Applicant" in the email subject line, and submit a thoughtful cover letter (required) and resume to: jobs@tenacity.org

Tenacity does not discriminate toward individuals on the basis of age, race, gender, color, national origin, ability, religion, marital status, or sexual orientation or identity. Tenacity seeks to nurture diversity among its many constituents. When requested, Tenacity will make reasonable accommodations for individuals with a permanent or temporary disability.