



Position: Participant Engagement Coordinator
Location: Dorchester, MA
Reports to: Chief Program Officer
Position Type: Full time, In-person, Entry-level
Compensation: \$40,000 - \$45,000 annual salary

ICW's mission is to reduce gun violence by amplifying the voice and agency of people who have been most impacted by systemic racism and mass incarceration.

We partner with program participants through case management and careers in and beyond personal training. Individuals are elevated as experts in fitness and the social issues they've lived. ICW is a culture and community in which power dynamics are flipped, social capital is bridged, and new leaders emerge in the fight to combat long-standing inequities.

Position Overview: The Participant Engagement Coordinator is responsible for supporting the participant intake and case management services and processes. They support efforts to ensure smooth flow for all ICW participants, from enrollment to job placement. They manage partnerships for employment and wraparound services.

Key Responsibilities:

- Earn the trust of Participants by building genuine relationships
- Identify key resources and opportunities that will progress the Individual Advancement Plans of Participants
- Provide oversight of new Participant referrals/intakes
- Oversee a caseload of Participants (based on capacity), providing client-centered, holistic case management services
- Includes intakes, assessments, Individualized Achievement Plans (IAP), and collaborating with program staff to provide referrals for individuals in need of services such as employment, education, behavioral health, housing, and other relevant stabilizing efforts
- Coordinate Participant outreach and transportation
- Supervise and assure timely and accurate documentation of all case management services through weekly engagement reporting and bi-weekly team meetings.
- Provide client centered, holistic case management services, including intake and assessments, Individual Advancement Plan (IAP) development, and coordination of services such as employment, education, behavioral health, housing, health and other relevant stabilizing efforts
- Conduct daily outreach to Participants on caseload, utilizing IAPs to guide conversations, goals, etc.
- Assure timely and 100% accurate documentation of all program data and case management services
- Collaborate with community partners, including courts, jails, etc. to aid in the continuity of care for participants
- Provide non-judgmental support, crisis intervention, conflict resolution, and referral
- Maintain client confidentiality and anonymity where appropriate
- Conducting follow-up with youth and families as needed
- Attend court appearances and social service appointments with clients

Qualifications:

- Interest in social justice and passionate about ICW mission
- 0-2 years of experience in case management or youth/community services
- Experience using Google platforms and Microsoft Office preferred
- General knowledge of gym environments and operations is a plus
- Strong conflict resolution skills, and training in crisis intervention
- Knowledge of city neighborhoods, or ability to learn and stay educated of ever-evolving dynamics
- Demonstrated understanding of family systems and youth development
- Excellent written and oral communication, interpersonal and organizational skills
- Willing and able to take feedback and adjust behavior as needed with a hunger for professional growth

Benefits:

- A partially matching SIMPLE IRA retirement plan
- Reimbursement of health insurance of up to \$250/month, or \$500/month with dependents
- Generous paid holiday policy
- 15 days paid vacation for years 1 and 2 of employment, and 20 days for years 3+ of employment
- Employees accrue sick/medical leave time per the Massachusetts Earned Sick Time Laws
- 24/7 access to gym spaces
- Free access to Mental Health Counselor
- Year-round “summer Fridays”; closing at 2pm

To apply, please visit our [careers page](#).

ICW values a diverse workplace and strongly encourages people of color, women, LGBTQ+ individuals, returning citizens, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply. ICW is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition or any protected category prohibited by local, state or federal laws.