



Crew Supervisor Profile

Program Overview

Roca's youth workers work with very high-risk young men, ages 17-24, most of whom have been arrested, been incarcerated, dropped out of school, are street involved, young parents, gang members, and facing multiple barriers. Through relentless outreach youth workers build intentional relationships with these participants, engage the participants in a variety of programming, and work with participants through their stages of change in order to drive toward long term positive outcomes.

Position Overview

The Transitional Employment Crew Supervisor – reports to the Coordinator of Transitional Employment (CTEP). The TECS will support, coordinate, and supervise transitional employment programming related to creating opportunities with young people to move toward self-sufficiency and living out of harm's way. The TECS is responsible for ensuring all young people are in program compliance while ensuring that deliverables for the work contract is maintained. TECS's model and teach soft skills related to employment and provide off site supervision and retention support for young people placed in transitional employment. As part of this work, the TECS serves as a working crew member on all work assignments, modeling and teaching work behavior while working and delivering on contract obligations. Additionally, position will support and reinforce Roca's Transformational Relationship Model with high risk young adults.

The desired candidate will have extensive experience in managing a work crew. The position requires creativity in dealing with High Risk Young Adults. The TECS must convey a positive supportive management style focused on maximizing the transformational relationship on the job site. Our goal is to establish a welcoming and understanding work environment for our participants that promotes the learning's and values of work.

Key Identifiers for Success

Problem Solving/Critical Thinking:

- **Problem Solving** – Identifies problems, determines accuracy and relevance information, and uses sound judgement to generate and evaluate alternatives and makes recommendations.
- **Decision Making** – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals and causes change.
- **Conflict Management** – Managers and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.
- **Flexibility** – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.
- **Information Management** – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems; i.e. ETO.
- **Teaching Others** – Helps others learn through formal and informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.



Behavioral

- **Integrity/Honesty** – Contributes to maintaining the integrity of Roca, displays high standards of ethical conduct, understands the impact of violating these standards on Roca, self, others, and is trustworthy.
- **Stress Tolerance** – Deals calmly and effectively with high stress situations, examples includes, but are not limited to, tight deadlines, hostile individuals, emergency situations, dangerous situations.
- **Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works to achieve goals.
- **Leadership** – Establishes a clear vision and sharing that vision with others so that they will follow willingly, providing the information, knowledge and methods to realize that vision and coordinating and balancing the conflicting interests of all participants.
- **Motivation** - Internal and external factors that stimulate desire and energy in our young people to be continually interested and committed to the job, and task to continued change through expectations, celebrating successes, and constant feedback.
- **Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Skill Sets/Competencies

- **Knowledge of Basic Carpentry/Landscaping/Maintenance Skills** – Will be required to perform, and teach a variety of skills and technical tasks. Specific skill-based competencies required to satisfactorily perform the functions of the job will include but not limited to, maintaining equipment, and tools, guiding others, managing staff/performance, planning and problem solving.
- **Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, interact with young people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.
- **Oral Communication** – Expresses information to individuals or groups effectively taking into account the audience and the nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately. Skill set
- **Reading** – Understands and interprets written material including but not limited to, CBT, policies, procedures, and instructions and applies what is learned from the written material to specific situations.
- **Writing** – Communicates information in an organized and concise manner, and produces written information which may include technical material that is appropriate for the intended audience.
- **Attention of Detail** – Is thorough when performing work and conscientious about attending to detail.

*Knowledge of the emotional needs of young people and families is sufficient to be able to perform a variety of duties related to the work assignment.



Working Environment/Qualifications

Willingness and ability to work outside of normal business hours, and Holidays and/or weekends as needed.

Ability to adapt and maintain structure in unpredictable environment.

Subject to varying and unpredictable situations.

Subject to many interruptions.

Subject to work in all types of weather.

Valid MA Driver's License and current Driving Record.