

## Job Description – Social Media and Data Entry Specialist

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**Location:** Roca Baltimore

**FLSA Classification:** Exempt

### THE ORGANIZATION

Roca's mission is to disrupt the cycle of incarceration and poverty by helping young people transform their lives. Roca is humbled by the opportunity to launch and implement the organization's work in the City of Baltimore, serving young men ages 16-24 who are deeply involved in the criminal justice system. For 30 years, Roca has been working in Massachusetts with the deep belief that every young person – no matter how hurt, angry, or left out – matters; and with genuine convictions that every young person belongs and that each of the young people we are privileged to meet can succeed. With these beliefs, we have created a long-term Intervention Model, which helps young people who are at the highest risk of long-term incarceration and violence to build safe, stable, and hopeful lives. Our relentless model is focused on behavior change, helping young people develop critical skills, and using data to improve our work every day.

### THE OPPORTUNITY

Roca Baltimore is looking for a dynamic and experienced person to assist the organization in tracking the social media and online presence of each of its participants to support organizational safety while also supporting critical day to day program operations. The Social Media and Data Entry Specialist will report to the Director of Youth Work and Crisis Intervention. The Social Media and Data Entry Specialist will support youth workers and other program staff in having an ongoing understanding of safety issues by the daily tracking of participants' online and social media presence. This person will also provide the full site with assistance in data entry assistance, ensuring the ability to fully utilize Roca's performance based management system.

### Responsibilities

- Understand, practice and promote the vision, mission, and values of the organization
- Program Implementation & Results
  - Screening of all social media presence of all program participants and referred participants on a daily basis.
  - Use online systems to collect updated information on participant criminal records upon referral with updates minimally every 30 days.
  - Provide daily reports to full program team and program leadership regarding any important findings and/or updates from social media searches.
  - Assist Program staff with ongoing data entry of referrals, enrollments, and program engagement/participation information.
- Management, Leadership, and Continuous Improvement
  - Assist with daily administrative tasks including but not limited to: running daily program reports, maintaining schedules, logs, email correspondence, supervision schedules, etc...
  - Maintain constant communication with Director and other staff regarding issues uncovered on social media and in other data provided by program partners.

## **Qualifications**

The very nature of Roca's work requires an individual of great commitment and energy to the mission. Roca seeks a highly driven individual who is a good fit both personally and professionally for the culture of Roca. In addition, the ideal candidate for this position will be a trustworthy decision-maker. He/she will have a sense of humor, feel passionate and committed to direct work with high risk youth, and demonstrate interest in coaching and supporting coworkers. This person should have extensive knowledge of a variety of social media and other open source platforms and an ability to learn about individuals through online research. This person should also have high quality data entry/data management skills.

### **Roca expects candidates to have the following skills:**

- Strong understanding of and ability to use social media networks and other open source platforms.
- Excellent data entry and data management skills with high levels of accuracy.
- Understanding and experience working with high risk, multicultural, diverse young people
- Strong oral and written communication skills
- Capacity to think and act intentionally and strategically to help young people change behaviors
- Excellent at organizing, managing and tracking data from multiple sources.
- Excellent time management skills.
- Self-motivation, initiative, sound judgment, and commitment to ongoing learning are essential
- Ability to work as a part of a team
- Flexibility with work hours/schedule as needed for programming and participant needs
- Computer Literacy and timely data entry

### **Requirements for the position:**

- Excellent computer skills, including data software and social media.
- Willingness and ability to work outside of normal business hours, and Holidays and/or weekends as needed.
- Working with diverse cultures
- Strong attendance and high energy

**Roca is an Equal Opportunity/Affirmative Action Employer**