



Neighborhood-Based School Quality Navigator

Part-time: Up to 20 hours per week

Salary: \$15 to \$20 per hour, commensurate with experience

Grant funded through 10/31/2022 with the possibility of extension

Flexible Remote and In-Office Work

Reports to: Family Engagement Manager

Context and Mission

In 2012, Mayor Frank G. Jackson, the Cleveland Metropolitan School District, the Cleveland Teachers Union, charter schools, civic leaders, business, philanthropy, community, religious organizations, and parents formed *Cleveland's Plan for Transforming Schools*. Its goal is to ensure every child in Cleveland attends a quality school, and every neighborhood has a multitude of great schools from which families can choose. These community stakeholders built the Cleveland Plan upon growing and expanding the number of quality schools in Cleveland – district and charter – and holding schools to the highest standards. They work in partnership to create dramatic student achievement gains for every child. The Cleveland Plan has five major components:

- 1) Grow the number of students attending high-quality public district and public charter schools in every neighborhood in Cleveland
- 2) Ensure all school leaders are empowered with the resources, supports, and authority necessary to meet the needs of their school community equitably
- 3) Invest and phase in innovative programs and equitable best practices across all public district and public charter schools to help all students thrive from birth through college and career
- 4) Through the Alliance, ensure fidelity to and equitable community engagement with this plan for all public district and public charter schools in the city
- 5) Embed organizational and educational equity principles and activities that are replicable and measurable for all public district and public charter schools in the city.

In November 2012, Mayor Jackson established the Cleveland Transformation Alliance, a public-private partnership responsible for ensuring accountability for all public schools in the city. The Alliance's board of directors is a highly committed group of community leaders representing the school district, partnering charter schools, parents, educators, nonprofits, businesses, and foundations. The mayor serves as the chair of the board of directors. The Alliance has four interconnected roles: ensure fidelity to the citywide education plan, assess the quality of all Cleveland schools, communicate with parents about quality school choices, and monitor the growth and quality of the charter sector in Cleveland.

Primary Responsibilities

The Cleveland Plan envisions a portfolio of quality public schools, both District and charter, that meet families' and students' needs in our city. In support of the Cleveland Plan, the Transformation Alliance has created resources such as its *School Quality Guide* and interactive website, which provide objective information on all the district and charter schools in the city.

Because public school choice is an essential aspect of the Cleveland Plan, the Navigator's role is, primarily, to work directly with families whose children are transitioning from preschool to kindergarten and from 8th grade to high school. Navigators will guide families, help them learn about their public school options, and decide which school best meets their children's needs. Navigators will also help them enroll in the public schools they choose.

Job Goals:

Direct Family Support

- Reach out to families referred through the Ambassador Program for one-on-one Navigator assistance
- Help at least 20 families find the "right fit" school by helping them identify and select from the options available to them and guiding them through the enrollment process
- Create and implement a template for an individualized plan for families to select and enroll in the right school for their child
- Conduct one-on-one meetings and complete an individualized assessment for each family
- Monitor and evaluate a family's progress through their individualized plan
- Monitor student enrollment status

Interorganizational Care Coordination

- Manage and formulate a list of referral and resource offerings garnered from the Ambassador Program and personal recruitment efforts
- Actively engage families at virtual and in-person events to inform them of CTA's mission and scope
- Serve as a liaison between partner organizations and families to refer families
- Complete referrals to external programs and resources as needed to ensure the success of individualized plans.

CTA Administrative Support

- Generate leads of families to assist from available resource lists
- Regularly update the Transformation Alliance's database with pertinent family information and progress notes
- Generate leads of organizations interested in partnering with the Alliance as Ambassador Organizations
- Provide Ambassador training for the staff at Ambassador Organizations
- Stay updated on changing policies, practices, and services impacting program participants through regular communication with Alliance staff
- Assist Alliance staff with gathering data, monitoring the impact of the program, and conducting the program evaluation
- Attend community events in Buckeye/Shaker, Buckeye/Woodhill, and Mt. Pleasant neighborhoods
- Other duties as assigned

Minimum Qualifications:

- Deep understanding and knowledge of the Buckeye/Shaker, Buckeye/Woodhill, or Mt. Pleasant neighborhoods
- Ability to use a case management database to track all family contacts
- Able to work a set 20 hours per week, including 3 hours during regular business hours with other Transformation Alliance staff
- Demonstrate proficiency with Computer Technology, Internet Browsers, Microsoft Office, Excel, PowerPoint, and Word.
- Exhibit self-motivation and ability to work independently and as part of the team
- Possess strong written and verbal communication skills
- Exhibit confidence to communicate with families and community partners (in-person, virtually, over the phone, and through text).
- Ability to find resolutions to pressing issues using all tools available
- Ability to respect and maintain confidential information
- Coordinate multiple activities simultaneously
- Demonstrate the ability to work with diverse communities
- Show problem solving and conflict resolution skills
- Able to access reliable transportation for travel
- Desire to travel 50% or more for events and one-on-one family sessions
- Complete background screening. Please note: Past criminal convictions are not immediate disqualifications to employment

Preferred Qualifications:

- Prior social work experience
- Experience working directly with families who experience barriers because of factors including geography, race, and socio-economic status
- Successful candidates should have familiarity with the education and social service landscape in Cleveland, with focused knowledge in the Buckeye/Shaker, Buckeye/Woodhill, or Mt. Pleasant neighborhoods.
- Comfort working in a digital environment, including working with databases such as Little Green Light, Raiser's Edge, or Salesforce

NOTE:

- Current college students are welcome to apply
- Navigators will receive company-owned technology and materials for use as parts of their duties, including a computer, a mobile printer, and a cellphone with hot spot service. The technology will remain the Cleveland Transformation Alliance's property before, during, and after the position end date and must be returned after the job term ends. These work resources are not part of the job's compensation.
- The Cleveland Transformation Alliance has a culture of passion for education, continuous learning, teamwork, transparency, and thoughtfulness.

Applicants may apply by submitting a cover letter and resume to info@clevelandta.org.

No phone calls, please.