Urban League of Greater Pittsburgh, Inc.
610 Wood Street
Pittsburgh, PA 15222-2222
412-227-4152
(FAX) 412-227-4870

Job Description

Department: Center For Economic Self-Reliance  
Position: Opportunity Broker
Supervisor: Director, Center for Economic Self-Reliance  
Salary: Negotiable
Hours: Full-Time (will include evenings and weekends)  
Status: Exempt

Note: The Urban League of Greater Pittsburgh will consider qualified applicants without regard to race, national or ethnic origin, religion, sex, color, or handicap.

Position Summary: The Opportunity Broker will build relationships and networks within the communities of the Hill District, Homewood, North Side and Homestead. They will support young adults and families in providing linkages to education, training, and workforce development while building resources for targeted communities. The primary focus is to coach, mentor and connect individuals to services to improve economic conditions.

DUTIES AND RESPONSIBILITIES

Job Duties:

- To assess and analyze community data relative to demographics, socio-economic status, social service needs, and community assets to appreciate and understand the context of communities and their constituencies.
- To build relations and networks within the community and region to social services, opportunities for education, training, and employment, and with other community resources in targeted neighborhoods.
- To be proactive in identifying clients with complex needs within the community in collaboration with all relevant services and supporting organizations.
- To contribute towards and promote the brokering and coordination of related social services, employment and training opportunities, and other support to optimize client goal attainment.
- To formulate goal plans and oversee their implementation, monitor and review the individual’s ongoing needs and the appropriateness of the service(s) and opportunities to improve quality of life and promoting user choice and independence to enhance goal attainment.
- To negotiate with others around case management and other opportunity issues in complex cases, negotiating appropriate clinical and professional roles, and ensuring a positive resolution to any areas of conflict, to ensure the efficient and effective delivery of multidisciplinary care and client goal attainment.
- To work as part of an integrated team and together with the service user formulate goal and support plans that maximize the individual’s control and choice over how their plans are met.
To adopt a flexible and innovative approach to client work recognizing the need to form productive relationships with people who may be under extreme stress and have significant communication difficulties and cognitive and behavioral problems.

To accept responsibility for client caseload and to organize this effectively and efficiently about client goal attainment, service priorities, and use of time.

To ensure that clients and their families are involved in the planning and prioritizing goal plans wherever possible, by presenting information in an appropriately accessible format and ensuring client-centered support.

To use strong verbal and nonverbal communication skills for motivation, explanation, and reassurance to ensure the cooperation of clients and families in the program, and

To use and promote technology in communications as helpful to client and broker collaboration for goal attainment and opportunity networking.

To liaise and coordinate with colleagues in social services, employment and training opportunities, and other community resources and when necessary to effectively coordinate client transfers for services and opportunities.

To facilitate peer group and other focused group-support activities to encourage mutual self-help and promote client networking around goals and opportunities.

To exercise a high degree of personal and professional autonomy and make critical judgments to satisfy the expectations and demands of the role and to practice within agreed protocols to support the client group to provide accessible service.

To ensure assessment and follow-up on brokered services and opportunities to ensure accountability, timely reporting, and feedback on lived-experiences of clients and community constituents to inform policy and other units of the organization for advocacy and program development

Qualifications/Training: As an “Opportunity Broker” in a social services profession.

Attributes:

- Must display diplomacy, advocacy, and partnership working skills.
- Must possess excellent communication, motivational, and interpersonal skills.
- Ability to work in teams and independently
- Must possess personal resilience and ability to serve as role model and coach for networking and connecting.
- Must have proficiency in social media and technologies for communications and networking.

Education:

- Relevant Master’s degree preferred or Bachelor’s degree with six years of experience.
- Evidence of ongoing high-level professional training or development
- Evidence of professional development and experience as a qualified social-service practitioner, case manager, or coach.
- Significant experience of working in a community-based environment.

Applicant must:
- Have a valid driver’s license
- Be in good health
- While performing the duties of this job, the employee is frequently required to stand; walk; sit and climb stairs.
- The employee must occasionally lift and or move up to 25 pounds.

To apply submit cover letter, resume and three work-related letters of reference to:

Karen L. Garrett
Vice President of Programs and Services
Urban League of Greater Pittsburgh
610 Wood Street, 4th Floor
Pittsburgh, PA 15222
kgarrett@ulpgh.org

Approved by: ___________________________________________ Date: ________________

Esther L. Bush, President and CEO