



Student Success Specialist (Durham)

Hope Renovations is an innovative nonprofit with a dual purpose. We empower underemployed women and gender expansive folks to seek living-wage jobs in the construction industry while carrying out repairs and renovations in the homes of older adults who are aging in place.

Position Overview

We are looking for an energetic and empathetic Student Support Specialist to join our team supporting the Construction Fundamentals Pre-apprenticeship. The Specialist will have both internal and external facing responsibilities focused on supporting students throughout their engagement with the program. The Specialist will report to the VP of Workforce Development, will work alongside training instructors and the program specialist, and will supervise volunteers and interns.

The ideal candidate will demonstrate a deep understanding of equity and intersectionality, a strengths-based approach to individual and group work, strong communication skills, and keen attention to detail and organization. The position requires substantial problem-solving, decision-making, and discretion on a daily basis.

Responsibilities

Recruitment

- Recruit quality candidates into the application pool and manage cohort enrollment.
- Steward relationships with partner organizations to foster a strong recruitment pipeline.
- Provide clear communications regarding program expectations to set future students up for success.

Case Management

- Support candidates and students in resolving barriers to training and employment.
- Cultivate and steward relationships with community resources.

Career Readiness Instruction

- Facilitate Hope's career readiness curriculum, including leading interactive class sessions, arranging job site tours, and coordinating volunteers.
- Provide one-on-one and group career coaching, and connect students with opportunities for employment or further education in the construction industry.
- Steward relationships with employers, apprenticeships, community colleges, and professional associations to support student and alumni career opportunities.

Program Evaluation

- Facilitate processes for program participants to provide feedback used to improve programs.

- Facilitate evaluation processes to identify program impact and outcomes to inform success in meeting our mission.

Events

- Organize and execute Cohort Celebrations at the end of each cohort.
- Assist with events such as networking events, career fairs, and celebrations of students' accomplishments.

Systems Management

- In collaboration with teammates, develop and maintain systems and processes for communication, information-sharing and institutional knowledge-keeping.

Team Membership

- Identify areas where the Workforce Development Team and Hope Renovations can innovate and improve, and bring ideas and solutions to the team's attention.

Preferred Qualifications

- 2+ years of experience working with adult-focused social service, workforce development, or educational programs in any sector (public, nonprofit, private)
- Experience working in a fast-paced environment with self-directed work while managing changing priorities and deadlines
- Experience working with diverse populations, especially related to gender diversity and barriers to employment
- Experience managing volunteers and stewarding partner relationships
- Strong verbal and written communication skills with diverse stakeholders
- Strong computer and technology skills, including familiarity with Microsoft Office products, G Suite products, LMS (we use Canvas), CRMs (we use Airtable and Salesforce), project management software (we use Asana), Zoom, and AV equipment

Position status: Full-time, 32 hours/week

Schedule: This position operates on mostly daytime hours, Monday - Thursday, and the schedule will be set in coordination with the supervisor. Ideal start date is August 31, 2026 or before.

Location: Hybrid in-office/remote. Must be able to travel frequently to Hope locations in Durham and Carrboro.

Compensation: \$50,000 annually

Benefits: Health, dental, vision, life insurance, short/long-term disability, 401k, and generous PTO

How to apply: Please send a cover letter and resume in an email with the subject line "Student Success Specialist Application" to sarah@hoperenovations.org.