

New Pathways for Youth

Level Up Program Coordinator

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Location: Phoenix, AZ **Salary:** \$45,000 - \$50,000

- **Position Type:** Full-Time, Non-Exempt
- **Reports To:** Program Success Manager

About New Pathways for Youth

At New Pathways for Youth, our mission is to unlock new possibilities for youth by supporting them in achieving their full potential. For over 35 years, we've transformed the lives of more than 8,000 young people who face poverty and significantly greater adversity. Through mentoring and holistic support, we help them break cycles of hardship and create lasting change.

We're seeking a compassionate and organized Program Coordinator (PC) to empower youth, mentors, and families through the Level Up Program. This role includes managing youth-mentor matches, coaching mentors, supporting youth in achieving long-term goals, and connecting families to vital resources. The ideal candidate is collaborative, trauma-informed, and committed to breaking cycles of poverty and adversity. Your role is to enhance the Level Up program by engaging matches in personal development through 1-on-1 mentoring, goal setting, college and career planning, mentor support, and evidence-based curriculum activities like Launches and Power Ups.

Roles, Responsibilities, and Expectations

Value Creation: The Program Coordinator empowers youth, mentors, and families by delivering compassionate, trauma-informed support within the Level Up Program. They create meaningful impact by managing mentor matches, strengthening relationships through coaching, and guiding youth in goal setting, personal development, and college and career readiness using evidence-based activities. Through collaboration and resource connection, they help break cycles of adversity and foster long-term growth and opportunity for every participant.

Specific Duties and Responsibilities include:

- Manage and support a caseload of 40 youth-mentor matches and their families by providing tailored resources, facilitating monthly check-ins, and connecting them with tools and opportunities to foster skill development and personal growth.
- Coach, develop, and support adult mentors in mentoring relationships with high-risk youth to reach college and career success.
- Lead long-term and short-term goal planning with youth and their mentors to define clear steps to break cycles of poverty and adversity so that youth can achieve the future they want.
- Maintain a coaching and developmental mindset that allows youth and mentors to have breakthroughs in self-destructive thought processes that lead to long term results.

- Connect guardians and families to resources necessary to create familial stability, allowing youth to fully invest in program outcome achievement.
- Engage in personal development to represent our model with integrity.
- Demonstrate ACE (Adverse Childhood Experiences) familiarity and integrate trauma-informed approaches.
- Attend Level Up Launches (requires a weekend commitment).
- Participate in Power Up sessions once a month (requires a weekend commitment).
- Utilize previous experience with Child Protective Services (DCS) in relevant situations.
- Operate with self-initiative, be self-guided, and autonomous in leading match support and program efforts.

Employee Qualities/Traits

Position Requirements:

- Valid Arizona Driver's License, current car insurance, and reliable transportation.
- Eligible for a Level 1 Fingerprint Clearance Card.

Essential Qualities:

- Bachelor's degree in Social Work, Psychology, Education, Nonprofit Management, or related field (some experience may be substituted for degreed education); minimum 2 years of case management experience; bilingual (English/Spanish) strongly preferred
- Mission-driven, service-oriented, and committed to equity; trauma-informed, and culturally inclusive
- Self-starter who thrives in fast-paced environments; calm under pressure, adaptable, and open to feedback
- Strong communicator (written, verbal, digital); tech-savvy and comfortable with tracking tools and systems
- Maintains confidentiality, exercises sound judgment, and fosters collaboration and team engagement

Organization Culture

At New Pathways for Youth, we are driven by empathy, data, and action. We foster a collaborative and inclusive workplace that values respect, innovation, and effectiveness. We prioritize Opportunity, Belonging, and Fairness (OBF) and invest heavily in the "Integral Growth" of our staff. If you are a professional who thrives in a mission-driven environment and is motivated by creating safe, judgment-free spaces where people can transform, you'll feel right at home here.

How to Apply

To apply, please submit your cover letter and resume to Trish Anderson at TAnderson@NPFY.org. Include your full name and "Program Coordinator" in the subject line. Applications will be reviewed on a rolling basis until the position is filled.

Additional Details

This is a full-time, non-exempt position. We offer a comprehensive benefits package, including medical, dental, vision insurance, and generous paid time off. To support work-life integration, we offer 2 work-from-home days each week. Because our mission follows the lives of our youth, evening and weekend work will occasionally be required for program milestones (like Launches), with alternative days off provided.