

New Pathways for Youth

Youth Enrollment Coordinator

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

- **Position Type:** Full-Time, Non-Exempt
- **Reports To:** Youth Enrollment 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 are seeking a highly relational, detail-oriented, and proactive Youth Enrollment Coordinator (YEC). This role serves as the vital "front door" experience for our youth and families, coordinating recruitment, screening, mentor matching, and caregiver programming to ensure robust youth enrollment and sustained engagement. The ideal candidate builds strong relationships with community partners, facilitates inclusive programming, manages time-sensitive initiatives with precision, and leverages data for continuous improvement.

Roles, Responsibilities, and Expectations

Value Creation: The Youth Enrollment Coordinator prioritizes youth and family-centered enrollment by creating welcoming, accessible pathways into the Level Up Program. They build strong, trust-based relationships with caregivers and community partners to ensure a smooth onboarding experience and sustained engagement from the start. Through responsive support and clear communication, the Youth Enrollment Coordinator helps families feel empowered, connected, and set up for long-term success.

Specific Duties and Responsibilities include:

- **Recruiter & Screener:** Support recruitment strategies that adapt to emerging youth needs and inspire long-term commitment; maintain a strong, reliable pipeline of eligible youth; facilitate data- and relational-informed assessments; provide intentional coaching to help families navigate enrollment steps.
- **Matchmaker Support:** Support mentor matching through comprehensive assessments of needs, interests, and goals; coordinate clear communication and structured support during the launch phase to ensure participant compliance, enthusiasm, and healthy relationship development (averaging 15 to 18 youth per Launch roster).
- **Parent Program Facilitator:** Facilitate evidence-based caregiver programming that builds parenting skills, strengthens family engagement, and supports youth success; adapt facilitation approaches to create an inclusive environment for diverse families.

- Family Support Specialist: Build trust-based relationships with 100% of caregivers within the first 60 days of initial inquiry; maintain safe, open lines of communication and respond to all support requests within 3 business days; directly connect families to basic needs or vital community resources.
- Project & Partner Coordinator: Coordinate cyclical, time-sensitive enrollment initiatives by developing clear project plans; maintain active stewardship and retention of partnerships with local schools and community entities to ensure consistent referrals and shared accountability.
- Program Implementer & Data Researcher: Track project deliverables and maintain budget trackers with 100% accuracy within 24 hours of any incurred expense; research, collect, enter, and synthesize data into digestible insights (dashboards and summaries); complete quarterly data reviews to execute real-time program pivots based on evaluation feedback.
- Attend Level Up Launches (requires a weekend commitment).

Employee Qualities/Traits

Position Requirements:

- **Bilingual (proficient in Spanish and English)** is required for this role.
- 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;
- 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 "Youth Enrollment 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.