

## **Marwen** **Manager of Student and Family Engagement**

**Status:** full-time, salaried position (exempt employee)  
**Benefits:** yes  
**Reports to:** director of education  
**Direct reports:** assistant manager of data and registration, student and family engagement coordinator

### **SUMMARY**

The manager of student and family engagement (SFE) serves as the primary point person for proactively and responsively addressing student and family needs. While Marwen does not provide clinical therapy sessions, this position will utilize social work frameworks and methods, including trauma-informed pedagogy, positive youth development, and restorative justice practices, to assess student needs and implement individualized support for young people and their families. The manager will partner with education team to expand the resources Marwen provides, guide teaching artists, develop staff protocols, and build city-wide partnerships to connect students and families to systems of support. They will lead the SFE team to provide vision for Marwen's outreach efforts, registration processes, as well as data management and analysis to inform programming and shape student and family experience at Marwen. The manager of student and family engagement also provides key leadership across the organization in centering the experience of young people and their families and deepening Marwen's creative youth development practices.

### **ABOUT MARWEN**

Founded in 1987, Marwen's mission is to educate and inspire young people from under-resourced schools and communities in Chicago through the visual arts. Marwen provides free out-of-school time visual art, college planning, and career development programs year-round to students from nearly every Chicago neighborhood. Marwen offers extensive professional development to teaching artists through the Teaching and Learning Programs.

### **DUTIES AND RESPONSIBILITIES**

#### **Student and Family Support**

- Create, implement, and assess student and family protocols that are trauma-informed and based in restorative justice to ensure the safety and affirmation of students, in collaboration with the Director of Education and education staff
- Lead Marwen's response to student concerns through one-on-one work and developing a system for support for staff to help students process problems, plan goals, and create positive action steps
- Build and maintain resources for student support through student newsletters, fliers and handouts, and additional resources as needed
- Develop and facilitate workshops for young people to promote student wellness
- Build and maintain partnerships with youth and family serving organizations in Chicago and create a referral process, particularly focused on mental health support
- Conduct course/studio observations in collaboration with education staff to strengthen student engagement and support positive peer dynamics in the studio classroom, and to help develop course observation and feedback protocol

- Lead weekly student support check-in meetings and participate in weekly teaching artist support check-in meetings with education staff to problem-solve immediate student needs
- Strengthen staff and teaching artists capacity to work with diverse populations of young people
- Support teaching artists and education staff with problem-solving and capacity building in positive youth development and restorative justice practices
- Track and communicate student needs, including Individual Education Plans, health concerns, and special considerations to staff, teaching artists and studio facilitators
- Meet with family members to discuss learning and social emotional challenges students may face

### **Program Responsibilities**

- Co-chair and co-facilitate the Student Advisory and Family Advisory Boards, year-round boards that create leadership and program-planning opportunities for students and families
- Build a mentorship program that empowers new students to be engaged and stay connected, and facilitates returning students' growth through leadership opportunities
- Support additional student and family events, including Family Fest, Altar Building Workshop and DIY Holiday Party
- Support new-student orientations and alternate orientations three times a year for prospective students and families
- Attend outreach visits and events to build partnerships and awareness of Marwen programs to provide access to Chicago young people

### **Management and Administrative Duties**

- Manage two staff members and provide guidance for the collaboration of the SFE team consisting of two full-time and one-part-time staff
- Utilize data to inform Student and Family Engagement programming and to support the ongoing reporting, analysis, and reflection work of the education staff
- Set a vision for the process of identifying prospective students, welcoming new students and families, and maintaining strong relationships with returning students and families
- Collaborate with studio programs and teaching and learning programs staff to utilize survey data from students and teaching artists to synthesize support for students and teaching artists
- Collaborate with college, career, and alumni programs to utilize survey data that may inform counseling needs and support
- Write and oversee the Student and Family Engagement annual budget
- Attend all education staff meetings and participate in overall programmatic planning and decisions with education team
- Participate in cross-department workgroups to advance continuous improvement of education programs and systems and share data findings to inform all staff
- Support the finance and development departments with fundraising efforts when needed

### **Qualifications**

The ideal candidate will have a social work degree with extensive knowledge of youth development and specific experience with young people and families from under-resourced schools and communities. S/he/they will have experience in trauma-informed pedagogy and restorative justice practices. S/he/they will have a sincere desire to work with youth, families, and educators and demonstrated experience building relationships with students, families, communities, and partner organizations. S/he/they will have an interest in students' artistic growth though extensive knowledge of arts education is not required. The ideal candidate will have knowledge of youth development, education, and social service landscapes in Chicago. The ideal candidate will be fluent in Spanish, both verbal and written.

S/he/they will be able to work a flexible schedule, including after-school hours and Saturdays when programs are in session. The ideal candidate will be highly organized and detail-oriented, have excellent communication skills, and a strong interest in non-profit program development.

**Marwen is an equal opportunity employer and, as such, we strongly emphasize the importance of diversity in our workforce.**

**Please email a cover letter and resume, with “Manager of Student and Family Engagement” in the subject line, to [careers@marwen.org](mailto:careers@marwen.org) by April 1. No phone calls regarding the position at this time.**