



Inclusion Communities Manager

40 hours per week

PYD's goal is to create a world where young people with disabilities will be able to **live with dignity and pride** in who they are, and to **lead self-determined lives filled with purpose**. To make this happen, we build the skills and abilities of young people with disabilities, *and* increase the inclusivity of workplaces, organizations, and communities. For over 36 years, PYD has provided youth with disabilities direct service programming that addresses barriers to employment, graduation, and academic success in meaningful and measurable ways.

PYD's Learn.PYD.org (Learn) is a professional development network designed to improve disability inclusion competencies for employees, mentors, and volunteers. The network houses certification processes, learning communities, courses, webinars, and guidebooks. Learn currently welcomes over 3,000 members nationally from schools, organizations, businesses, and agencies, and other community members.

The Inclusion Communities Manager is a critical leadership position, overseeing community management, content development, and technical assistance for PYD's disability inclusion communities. Under the direction of the National Disability Mentoring Coalition Director, the Inclusion Communities Manager will be responsible for the quality, growth, and consistency of PYD's training environments.

Key responsibilities

Learn.PYD.org Community Management

- Manage and lead PYD's certification and learning communities, including the Disability Mentoring Certification and Advanced Track programs.
- Oversee relationship and services to additional Learn.PYD.org networking and content communities, including Easterseals, and National Inclusion Project. Ensure timely feedback, user reporting, and other data as requested.
- Serve as lead point of contact for all Learn.PYD.org customers. Provide a high-quality customer service experience.
- Conduct additional ongoing tasks to highly support the large partners and top customers on Learn.PYD.org, including running user reports, conducting regular check-ins and satisfaction surveys, scoping their ongoing needs, and providing evaluation data.
- Work closely with the IT Systems Administrator to conduct necessary administrative tasks for the users and communities housed on Learn.PYD.org, and to scope, plan out, and support implementation of platform improvements that would benefit customers.

- Support the National Disability Mentoring Coalition Fellowship Program, including managing the learning community.

Content Development

- Ensure that the learning content on Learn.PYD.org (i.e., courses, webinars, and guidebooks) remains relevant and up-to-date through regular review, maintenance, updates, and enhancement. Develop new learning resources, review previously created resources, and work with PYD's other programs and partners to continuously find/create other resources that can be added to the Learn.PYD.org platform. Manage Requests for Proposals process for consultants to develop courses when external expertise is needed.
- Serve as lead on maintaining the learning content release strategy and calendar for Learn.PYD.org. Maintain an up-to-date and cutting edge understanding of the field of disability, mentoring, access, and inclusion via reviewing new research, seeking out relevant articles and writing, and following key disabled leaders.
- Manage monthly webinar series, securing high quality, relevant speakers and promoting to drive high rates of sign-ups and attendance. Provide relevant and meaningful follow-up for webinar attendees, encouraging increased engagement and/or purchase of additional products.
- Support projects related to the National Disability Mentoring Coalition, including organizing and facilitating the quarterly networking meeting, developing the monthly newsletter, and researching resources to support coalition members.

Training and Consultation

- Alongside the National Disability Mentoring Coalition Director, participate in the delivery of PYD's remote and live training, workshop, consultations, and audits.
- Support the National Disability Mentoring Coalition Director in developing training slide decks and corresponding materials for live trainings and customized consultations.

Other

- In coordination with the Director of National Initiatives, develop new funding, partnership, and service delivery proposals, participates in phone calls and meeting presentations with funders and supporters, and provides required formal and informal reporting to funders as needed.
- Represent PYD at various community meetings, events, workgroups, committees.
- Attend relevant internal meetings, including bi-weekly PYD staff meetings. Participate in regular supervisory meetings.
- Assist with other Inclusion Services and agency-wide special projects as they occur.

Skills and Experience

- Must have excellent facilitation and teaching/coaching skills. This role requires prior experience facilitating conversations on disability, accessibility, inclusion, and/or organizational change.
- Previous experience in education, training, and/or online community management.
- Excellent interpersonal communication and writing skills, and an ability to represent PYD with diverse groups of stakeholders.
- Passionate for customer success and a proven ability to nurture and grow new and existing business relationships over time.
- Deep familiarity with the disability community, disability inclusion, and ableism.
- Ability to travel independently to training locations, program meetings, and conferences.
- Ability to successfully manage multiple projects, deadlines, and priorities in a fast-paced, ever-changing, and evolving work environment. Excellent judgment and ability to adapt to changing priorities with ease and efficiency.
- Awareness of their identities, personal biases, and solid understanding of their own history related to ableism.
- Ability to meet and/or exceed assigned goals in a high-performing work environment.
- Familiarity with Salesforce or other Customer-Relationship Management (CRM) databases preferred.
- Familiarity with Wordpress is a plus.
- Familiarity with Plain Language is a plus.

Supervision

Reports to National Disability Mentoring Coalition Director

Diversity & Inclusion

We encourage people with disabilities, BIPOC (Black and/or indigenous people and people of color), multi-lingual speakers, people of any religion or ethnicity, and ASL speakers, of all gender identities and socio-economic backgrounds to apply.

Salary range:

\$50,000 - \$56,000

Benefits

PYD provides employees with the following benefits package:

- Health & Dental insurance with a generous employer contribution (Tufts Health Plan; Silver and Gold tier plan options)
- Employer-paid life and AD&D insurance
- Employer paid short term and long-term disability insurance
- 401(k) retirement plan with 3% employer contribution
- Paid vacation time, starting at 3 weeks (15 days) per year
- Paid sick time, 12 days per year
- Paid holidays, 14 days per year
- Personal time, 3 days per year
- Flexible work scheduling, depending on position
- Supportive staff culture committed to providing our employees with the support & accommodations they need to be successful

PYD is a Boston-based organization, and it is envisioned that this position could be partially or fully remote.

FLSA Status: Exempt

To apply: <https://pyd.applytojob.com/apply/spNbGAMspA/Inclusion-Communities-Manager>