

Partners with a Purpose

JVS works with Tufts Medical to fill open positions

Feb 6, 2020, 2:47pm EST

Company: Tufts Medical Center

Headquarters: Boston

Number of employees: 6,000

Partners with: [Jewish Vocational Services](#) (JVS)

Details: Tufts pays JVS, the largest workforce development organization in New England, to identify, train and place candidates in their hard-to-fill roles like certified nursing assistant and pharmacy technician.



COURTESY PHOTO

Shown are graduates of the November 2019 cohort of the Tufts Medical Center/JVS CNA training program who are now clinical care technicians.

Partners with a Purpose is a monthly feature that highlights companies and nonprofits working together in unique and interesting ways. Tell us about your partnerships [here](#).

JVS had been connecting a handful of job-seekers with open positions at Tufts Medical Center over the years. As the economy has reached near-full employment, Tufts had trouble filling its openings for pharmacy technicians. That's when the one-stop job center approached them with an idea: JVS would identify, train and deliver qualified pharmacy technicians to the hospital in exchange for a fee.

"The pharmacy tech program has been through four different cohorts and has been a good solution," said Jessica Jacob, workforce development specialist at Tufts Medical Center.

So good, in fact, they've expanded the program to include certified nursing assistants as well. The first class graduated in fall 2019. Jacob said the program, while still young, is working well so far and Tufts would like to build on that success and expand the program.

"It's a great way to look to the community and hire candidates who otherwise would be eligible," she said. "We're creating our own pool of candidates."

Jacob said Tufts hired 23 people through its partnership with JVS in 2019 alone. Some of those people didn't previously have access to jobs in the healthcare industry. A few individuals have been able to escape homelessness and become self-sufficient through the program.

By partnering with JVS, Tufts Medical Center is able to request customized services that recruit people who are ready to work at the Medical Center, train those who would like to work at the Medical Center, and help to develop skills of those incumbent workers who are already working at Tufts Medical Center.

JVS has been around since the 1930s, when its primary function was helping Jews fleeing Europe to resettle in Massachusetts. It has evolved over time to serve the needs of job-seekers all over Eastern Massachusetts, said Mandy Townsend, JVS vice president of employee engagement.

"We're a staffing agency with a mission," she said. "Our clients come from 67 countries and speak 59 languages. We help settle refugees, help people find jobs and help people develop better career paths."

In a typical year, JVS sees about 20,000 job seekers in a year. In 2019, because of the strong economy they saw just 12,000.

Thanks to Tufts Medical Center's investment in JVS programs and services, JVS is able to sustain operations and services that prepare candidates from the community for hire. Without these agencies, many candidates would be unable to access the jobs in

this sector, Townsend said.

“We’ve been talking to Tufts about medical assistant training and other things” she said. “We have access to talent and a robust training department and we respond to the needs of the marketplace.”

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