

[REDACTED]

Title: Employment and Training Program Manager
Reports To: Director, [REDACTED]
Department: [REDACTED]
Location: [REDACTED]
Schedule: Monday through Friday
Travel: Local travel may be required
Salary: DOE
Employee Status: Full-time Regular, Exempt
Union: N/A
Supervises: N/A
Benefits:

Two weeks of paid vacation a year, sick time, 13 holidays, up to five floating holidays based on employee status, medical and dental benefits on the first of the month following 30 days of employment, life insurance policy at no cost to employee (with the option of increasing policy amount), flexible spending account for medical and dependent care costs, commuter benefits, 403(b) with employer match, and other benefits. We foster a joyful workplace and offer opportunities for professional development and growth.

Agency Summary

[REDACTED] is a non-profit Social Equity Development Corporation [REDACTED]. Our mission is to promote social equity and improve quality of life by building vibrant communities where everyone can work, learn, and thrive.

Our programs aim to provide the community with the tools, knowledge, and resources to transform their lives and ultimately achieve their long-term educational, career, and financial goals. [REDACTED]

[REDACTED] employs a diverse workforce of more than 250 people who reflect the linguistic, cultural, and ethnic identity of the communities we serve.

Program Summary

[REDACTED] is a nonprofit social enterprise that generate revenue to achieve social outcomes relate to increasing the economic self-sufficiency of low –income adults with barriers to employment through the provision of workforce development training and living-wage employment. As a nonprofit organization, ownership is public and ultimately lies in community stakeholders, rather than investors. Therefore, any profits generated [REDACTED] are reinvested in the company and used to strengthen the social enterprise.

[REDACTED]

Position Summary

The Employment and Training Program Manager is responsible for developing training program, job readiness criteria and assessment of [REDACTED] staff. This position in partnership with the [REDACTED] director is responsible for developing a healthy workplace culture rooted in learning, success and opportunity. The Employment and

Training Program Manager will provide program oversight and implementation, proactively to identify training needs, develop individual job readiness assessment and specific training plan for [REDACTED] staff, perform post-employment assessment as well as facilitate meetings and trainings. The Manager must visit job sites regularly to support staff in soft skills/technical skills learning. Coordinate effectively across departments to bring existing agency resources to [REDACTED] employees. Identify new opportunities to support employees in developing skills to grow in their career and attain their goals. Develop/foster relationships within the [REDACTED] workforce development community.

An ideal candidate will be a culturally sensitive, patient, unflappable, and well-organized person with solid communication skills, project management skills, and customer service experience who builds and maintains business partnerships, easily interacts with all employees. The candidate is able to complete projects on time with limited supervision. Experience working with people who have employment barriers such as formerly homeless, incarcerated, language, and long-term unemployed populations. Experience managing, developing, coaching, and evaluating staffs. The successful candidate should have excellent oral/written and public speaking communication skills.

Responsibilities

Duties and responsibilities include, but are not limited to the following:

- Work collaboratively with the Director to create a positive, healthy work environment
- Assess staff's strengths and weaknesses to identify critical training needs for [REDACTED] staff
- Responsible for recruiting staffs, performing intake and orientation, training, and evaluation on staff
- Develop and facilitate ongoing trainings and meetings to increase employee hard and soft skills
- Develop an annual training plan and calendar
- Create or update SNAP Operation Manual, Safety Policies and Procedures, and other administrative documents
- Coordinate with Community Programs and Workforce Development staff to share resources
- Coach employees and connect them to resources inside and outside of the organization
- Meet individually with [REDACTED] staff to help them develop job readiness plans and goals
- Collect and manage data on staff's employment barrier and other data requested by clients in Salesforce
- Identify outside grants and funding to support soft/technical training needs
- Support grant writing activities when necessary
- Engage in workforce development activities: networking, identifying contract opportunities, building relationships with service providers, CBOs, government and educational institutions
- Visit job sites regularly to support staff in soft skills/ technical skills learning
- Assist with developing resumes and cover letters, conduct workshops on interviewing, establishing good work habits, and other soft and life skills
- Represent [REDACTED] at hiring events, seminars, conferences and other employer forums
- Maintain accurate participant records by gathering, reviewing, evaluating and submitting data to appropriate parties
- Where applicable ensure that existing grant outcomes are being met and program is in compliance with federal contracts
- Assist individuals in accessing and obtaining internal/external services by recommending community and other resources that provide stabilizing support to facilitate ongoing employment
- Proactively coach at-risk individuals to better understand specific employment challenges and recommend solution options where available
- Act as a liaison between employer and employee, ethically intervene in crisis situations presenting developed interventions and follow-up plans that address current and future needs
- Keep [REDACTED] Director, funders, and public entities informed of program progress via metrics reporting
- Maintain the Learning Management System (LMS) by uploading and developing new content to achieve online training objectives and desired outcomes

- Review and revise e-learning content to deploy quality trainings or workshops to staff

Qualifications

Skills, Knowledge, & Abilities

- Bachelor's Degree in social work, psychology, vocational rehabilitation or related field
- CWDP-Certified Workforce Development Professional or similar certification preferred
- Minimum five years of employment training/coaching and jobs development experience
- Comprehensive understanding of state and federal re-entry guidelines and restrictions
- Possess and maintain valid Driver's License and automobile insurance
- Demonstrated experience working with social service agencies, disadvantaged and/or re-entry populations
- Excellent written, oral and interpersonal communication skills, coupled with multicultural sensitivity
- Highly motivated self-starter with the ability to work independently while achieving deliverables and meeting timelines
- Ability to exercise sound judgment, protect privacy and appropriate discretion in all matters
- Bilingual English/Spanish or English/Asian language(s) preferred
- Intermediate computer skills, with the ability to use various software applications including Word, Excel, PowerPoint

Essential Functions

Physical position requirements; machines and/or equipment used:

- Regularly required to operate standard office equipment (personal computer, photocopy machine, calculator, fax machine, etc.).
- Ability to work on a computer up to 8 hours per day.
- Regularly sit/stand and walk for long periods.
- Regularly required to use hands to operate computer and other office equipment.
- Occasionally may be required to stoop, kneel, climb stairs, and carry or lift up to 15 lbs.

Pre-Employment Requirements

- Background check
- Must provide proof of vaccination for COVID-19

This description is not intended to be construed as an exhaustive list of duties, responsibilities or requirements for the position. This position may change or assume additional duties at any time.

Employee Signature

Date