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| ***T******itle:*** | Project Manager |
| ***D******epartment:*** | Client Services |
| ***I******mmediate Supervisor:*** | VP, Program Operations |
| ***L******ocation:*** |  |
| ***Classification:*** | Salary, Exempt |

**Job Summary:**

The Project Manager is a key support for the organization’s clients participating in the transitional jobs program. This program serves clients on active supervision – Federal Probation, State Parole, or County Probation – as they work to reenter the workforce and their communities. The successful candidate will be responsible for designing, launching and enhancing existing reentry specific programming to clients in this program and monitoring progress against outcome targets, including enrollment and outside jobs.

**Duties and Responsibilities to include but not limited to:**

**Develop & Deliver Reentry Specific Programming**

* Assess the needs of the clients in the program to inform appropriate interventions.
* Develop and deliver new client orientations that are informative, engaging and in line with the organization’s mission.
* Conduct a range of job-related trainingsfor workers, in the field and in the office, such as responding to feedback, addressing customer requests, the importance of taking initiative, and discussing their background during interviews in a compelling and positive way.
* Design and deliver focus groups, support groups, peer to peer groups and other group related programming to clients in the program.
* Collaborate closely with organization staff across the organization to coordinate services, communicate changes in the program, and drive to achieve outcomes.
* Working closely with Direct Hire Program staff, ensure participants are connected to and aware of these job placement services offered at organization, in coordination with Employment Specialist staff.
* Stay informed of and incorporate industry specific best practices, including the use of Cognitive Behavioral Therapy (CBT) techniques.

**Ensure Compliance with Target Program Outcomes**

* In collaboration with the Data & Grants Administrator, develop and build on systems to track and monitor enrollment, client tenure, outcomes, etc.
* Develop proactive strategies to ensure enrollment numbers and outcome targets are met.
* Work closely with colleagues and external agencies to position participants for appropriate job placement opportunities.

**Relationship Management**

* Represent organization and program progress to City employees and other stakeholders.
* Build and maintain relationships with partner organizations such as other non-profit agencies, the City, Probation and Parole Officers, and other stakeholder groups.
* Work closely with Employment Specialists, clients, organization’s Enterprises and management staff to ensure the Roads programming is clearly understood and consistent across all organization’s sites.

**General Duties**

* Adhere to all organization’s policies and procedures
* Support the organization’s Mission and adhere to the organization’s Code of Ethics
* Other duties as assigned

**Job Skills & Qualifications**

* Passion for organization’s mission
* Bachelor’s degree or equivalent experience preferred
* Experience working with reentry population strongly preferred
* Minimum 3 years in program design and delivery, administrative duties, and/or customer service experience
* Excellent written and verbal communication skills
* Bilingual (English and Spanish) preferred
* Excellent interpersonal skills, including the ability to coach/mentor
* Strong organizational skills, including effective time management and the ability to work and make decisions independently
* Ability to multi-task and prioritize appropriately yet maintain flexibility
* Ability to work in a fast-paced, professional environment
* Self-starter with “can do” attitude and initiative
* Ability to interact with clients, colleagues, partners, and others with diplomacy and tact
* Maintain confidential information and exercise discretion
* Computer literacy required. Must be proficient in Internet research, Word, Excel and PowerPoint programs and be willing to learn other applications as needed
* Ability to lift up to 25 lbs.
* Willingness to work flexible schedule depending on needs
* Car with valid driver license and insurance required