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| **Position Title** | Workforce Development Program Manager | **Reports to** | Chief Program Officer |
| **Classification** | Exempt | **Status** | Full-TimeMon. - Sat. 8:00am-4:30pm |
| **Department** | Workforce Development | **Location** |  |
| **Salary Range** | $47,000 - $50,000 | **Date Reviewed** | 3/12/18 |

**Summary**The Workforce Development Program Manager is responsible for the development, management, and maintenance of the workforce development program, which seeks to help break the cycle of unemployment and insufficient income for women experiencing homelessness. The Workforce Development Program Manager oversees the administration of specific contracts, as well as ensuring that the program is meeting other funder requirements. This role focuses on creating a trauma informed environment to support the workforce development team, to match women to employment opportunities and resources to meet their professional development, educational, and employment goals. The Workforce Development Program Manager works in close collaboration with staff to coordinate internal and external job-readiness and placement programs. The Workforce Development Program Manager is responsible for establishing a network of hiring managers who can connect women to employment, and for developing relationships with universities and community partners. This position will also work closely with various staff, participants, volunteers, and community stakeholders. The Workforce Development Program Manager will report directly to the Chief Program Officer.

**Essential Functions**

1. Oversee the day to day operations of the workforce development department
2. Supervise workforce development staff including hiring, on-boarding, training, mentoring, evaluations, and providing professional development
3. Developing programing that includes professional opportunities, workshops/classes, job-readiness training, vocational education programming, employment counseling, job placement and retention systems
4. Develop policies and procedure to further structure the workforce development department
5. Provide wrap-around support, job placement and job retention services to women in transitional jobs, and ensure contract compliance for both contracts
6. Conduct outreach and capacity building to maximize service utilization
7. Connect work ready jobseekers to employer(s)/employment opportunities and to approved vocational skills training providers/training opportunities.
8. Develop, manage and maintain partnerships with businesses, governmental agencies (i.e., City, County and State), educational institutions, WorkSource Centers, vocational training organizations, and other community-based organizations to meet the needs of women seeking employment
9. Ensure staff, interns, volunteers are trained on implementing effective strategies to prepare clients for employment opportunities
10. Facilitate team meetings and provide the training and guidance to ensure that all program goals and objectives are met
11. Assist in establishing tools to measure goals and outcomes, and in the implementation of on-going data collection and program evaluation
12. Review all data and reports to ensure compliance and evaluate the success of the program. Provide regular written reports to Chief Program Officer and additional reports as assigned
13. Collaborate with development staff to support workforce development funding reports and ensure grant requirements are met
14. Oversee workforce development budget
15. Work closely with Directors and Managers on shared initiatives and outcomes
16. Collaborate with all program staff to ensure service continuum for participants
17. Promote the mission, vision, and values of the organization
18. Other duties as assigned to support the mission of the organization

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Competencies** *(I.e. Flexibility, Communication Proficiency, Budget Management, Relationship Management)*

1. Ability to manage and motivate a team and provide necessary training and professional development.
2. Competent in budget management, program development, outcome tracking, and program evaluation.
3. Possess skills to exercise and model good judgment, poise, flexibility, and solution-oriented problem-solving.
4. Possess superior communication and relationship building skills with a variety of stakeholders, both internal and external.
5. Detail-oriented, highly organized, able to manage multiple tasks and priorities, and meet deadlines.
6. Self-starter and ability to prioritize with little direction.

**Supervisory Responsibility**This position has supervisory responsibilities of the workforce development staff.

**Work Environment**This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Physical Demands**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. Specific vision abilities required by this job include close vision and ability to adjust focus. This would require the ability to lift files, open filing cabinets, bend or stand on a stool as necessary.

**Position Type and Expected Hours of Work**This is a full-time position. Days and hours of work are weekly Monday-Friday (with occasional Saturdays) 8:00am-4:30pm

**Travel**

Travel between the two sites and travel to local partnership meetings is expected for this position.

**Required Education and Experience**

1. Bachelor’s degree in Business, Education, or relevant Social Science. Master’s degree in relevant studies is a plus.
2. 2 years of workforce development/ vocational education program development experience preferred
3. 1 year of experience supervising staff preferred
4. Experience with contract and budget management preferred

**Required Knowledge/Skills/Position Qualifications**

1. Possess knowledge of workforce development programs including; program research, development, implementation, and evaluation, and community based vocational and employment programs, etc.
2. Proficiency in Microsoft Office Suite (Word, Excel, etc.) is required.
3. Knowledge of issues related to women’s poverty, homelessness, and mental illness is a plus.

**Additional Eligibility Qualifications**None

**Work Authorization/Security Clearance (if applicable)**[*This section lists visa requirements, H1-B sponsorship, special clearances, etc. If applicable, insert information regarding government contracts or special requirements.]*

 **Organization**provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, genetic information, national origin and ancestry, sex/gender, sexual orientation, gender identity and expression, age, mental or physical disability, marital status, pregnancy, military and veteran status or medical condition.  In addition to federal law requirements, **Organization** complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**This job description has been approved by all levels of management:

Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_

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