



JOB DESCRIPTION

TITLE: Workforce Development Manager

REPORTS TO: Director of Programs

DEPARTMENT: Workforce Development

FLSA STATUS: Full Time/Exempt

GENERAL SUMMARY:

The Workforce Development Manager plays a lead role in the expansion, coordination and implementation of HEP's vocational and employment services. The position as Workforce Development Manager focuses on establishing and maintaining all strategic community alignments and partnerships as well as supervision of internal employment staff and all program related elements. HEP's employment services are designed to serve not only HEP residents but also the surrounding community. Significant community engagement and coordination in anticipation of collective efforts supporting various training and employment opportunities is vital to the successful outcome of this program and the students enrolled.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

Continual effort toward employment service expansion, aligning appropriate community resources and partnerships in addition to internal enhancement of existing service delivery.

Maintain consistent coordination with Director of Programs to ensure all prospective alignments, partnerships and program enhancements are in support of HEP's mission, vision and values.

Main Activities:

- Ensure quality of care and excellent service delivery for all employment related services
- Hire, train and effectively supervise all program related staff
- Coach and mentor employees as necessary
- Act as Liaison with other program directors and support staff as necessary
- Assist in identifying gaps in overall service delivery and program objectives
- Continual focus on ways for program enhancement, expansion and client engagement/retention
- Ensure timely data collection and analysis, provide monthly outcome reports and ensure reliable process for continuous data collection
- Report all barriers, challenges, concerns and ideas to Director of Programs as applicable
- Liaise with clients regarding issues and concerns
- Resolve grievances by program participants through the use of the grievance procedure

External Relations:

- Propose, develop and maintain favorable relationships with external stakeholders including service partners, government representatives, community stakeholders, employers, and other agencies relevant to workforce development planning and program operation



- Serve as a representative on committees when applicable
- Attend all community meetings, trainings and forums applicable to workforce development
- Comply with all federal, state and local laws and regulations

Administrative:

- Maintain tracking of program activities, assist with internal outcome and grant tracking
- Assist Director of Programs in the development, updating and streamlining all program related documentation, client forms, policy and procedures and program related marketing efforts
- Conduct employee evaluations in a timely manner
- Conduct staff meetings to encourage communication and team work
- Assess training needs and facilitate training opportunities
- Work closely with the Compliance Department to ensure compliance with all internal policies, federal, state, and local laws and regulations
- Participate in budget planning, track expenses, evaluate costs, and consider ways to conserve on costs.
- Participate in regularly scheduled management meetings
- Ensure program staff success, support and productivity through continuous monitoring, one on one meetings and routine follow up
- Maintain interdepartmental coordination (i.e. Marketing) to ensure prioritization of social media presence and expansion of community awareness regarding program supports, enrollments, etc.

EDUCATION, KNOWLEDGE AND SKILLS:

- BA or BS degree or equivalent work experience
- Thorough understanding of relevant service delivery concepts and structures, including Housing First, motivational interviewing, stages of change, and the Pinellas County Continuum of Care
- The ability to interact well with guests, showing both compassion as well as consistency
- Experience networking with community providers, funders, etc.
- The ability to lead, motivate, train, and supervise staff
- The ability to work with the public, including neighbors and volunteers
- Strong organization and time management skills to sustain projects and contacts
- The ability to work independently and as a team
- Excellent computer skills in Microsoft Programs (Outlook, Word, Excel, PowerPoint)
- Must possess excellent organizational, interpersonal, supervisory, writing, and management skills
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Clean Florida driver's license, background check and drug screening

WORKING CONDITIONS:

- The physical environment requires the employee to work both inside and outside in heat, wet or humid and/or dry and arid conditions
- Walking on uneven surfaces with current campus and in the community
- Sitting, standing, walking, bending, stooping, reaching
- Ability to lift up to 35 pounds; Anything in excess of 35 pounds requires team lift
- Current, clean Florida Driver's License, background and drug screening is a MUST



The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.

Employee Signature

Date