



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 supervisory role in the development, implementation and expansion of HEP's vocational and employment services. This position focuses on maintaining all strategic community alignments and partnerships and daily supervision of internal employment staff and all program-related initiatives, strategic partnerships and community involvement.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

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

- Ensure quality of care and excellent service delivery for all employment related services
- Hire, train and effectively supervise all program related staff
- Effectively train, coach, and mentor employees as necessary
- Act as Liaison with other program managers and support staff as necessary
- Ensure timely data collection and analysis, provide monthly outcome reports and ensure reliable process for continuous data collection
- Maintain strategic program development, partnership expansion and enhanced community engagement
- Prioritize professional networking, relationship building and active community involvement relevant to workforce development, growth and success
- Routinely advocate and assess programmatic, employee and facility needs pertinent to funding, staffing, service delivery and program success
- 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
- Maintain programmatic oversight and supervision programmatically and budgetarily
- Review, enhance and expand all program policies and procedures.
- Participate in regularly scheduled meetings
- Maintain professional representation of HEP's workforce development program and its mission, vision and values

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
- Experienced 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 and MVR record
- Successfully pass a background, drug and alcohol screening

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