



**Position: Workforce Development and Education Manager**

**Classification: Full time**

**Reports to: Director of Client Services**

**Hours: Full-time (some evening and weekend work may be required)**

**Salary: \$52K-\$55K includes paid time off; benefits eligible**

**Employees Supervised: Adult Education Coordinator, Adult Training Program participants, Volunteers**

## **SUMMARY**

*The Workforce Development and Education Manager coordinates all workforce and education programs at The Place across Forsyth and Dawson counties. This role is key to the growth and self-sufficiency of residents in the community. The manager will coach, encourage, and facilitate education and employment opportunities for local residents as well as develop and maintain relationships with employers, resource organizations, schools, etc. in the area seeking employees. The Workforce Development and Education Manager will perform a variety of duties that require an understanding of current hiring practices and job trends as well as the needs of the community.*

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Serve as a career coach to help clients discover their interest, skills and goals.
- Formulate strategies to help clients meet their identified goals.
- Connect clients with potential employers and communicate with all parties until position is attained.
- Assist clients in attaining community-based and governmental resources and benefits.
- Advise, inspire, empower and help clients evolve to self-sufficiency and prosperity.
- Perform community outreach to build a strong connection with the community and potential employers.
- Supervise the Adult Training Program to ensure plans are developed and tracked; serve as a guide for resources to help trainees learn the skills they need, including weekly conferences with each trainee.
- Develop and lead workshops and participate in other career development events.
- Manage the Childcare Fund by qualifying recipients and ensuring they meet the requirements of the program, including regular checkpoints and budgeting sessions.
- Record and report progress and success statistics.
- Manage Adult Education Coordinator and oversee programs, including GED, ESL, parenting classes, etc.
- Identify, develop and implement classes to meet community needs.
- Facilitate forklift certification.
- Recruit for Adult Training Program Job Trainees; Coordinate interviews with the appropriate department.
- Manage and train volunteers who will mentor clients, provide skills training, perform data entry and conduct employment follow up calls.
- Assist with marketing and PR of program as needed.
- Serve as organization's Drug Free Workplace representative, maintaining annual renewal and also providing email and hard copies of monthly newsletters for all staff, ensuring compliance.
- Other duties as assigned by the Director of Client Services.



## **QUALIFICATIONS AND EXPERIENCE**

- Bachelor's or Master's Degree in Counseling from an accredited institution, or equivalent experience. Consideration may be given to fields such as psychology, human resources, education, business, and career centers.
- Must have 3+ years successful experience. Must possess a high level of integrity, dependability, and be results oriented. Must demonstrate a high level of successful relative problem solving and decision-making skills. Must have the ability to coach and develop individuals and teams and be skilled to prioritize and communicate overall objectives.
- Certified Career Coach, preferred.
- Certified Resume Writer, preferred.
- Spanish speaking, preferred.
- Computer skills working with MS Office and Outlook.
- Excellent written and oral communication skills.
- Excellent listening and empathy skills.
- Flexibility and patience.
- Excellent organizational and time management skills.
- Ability to manage and supervise others.
- Model good problem-solving and conflict resolution skills.
- Understanding and ability to work with people from different backgrounds.
- Ability to work independently and collaboratively with others.
- Possess strong interpersonal skills and maintain positive relations with The Place staff, volunteers, and partner organizations.
- Ability to be flexible and adaptable to handle interruptions, maintain focus on tasks and produce accurate work.
- Ability to self-start and self-motivate, efficient style with high standards for quality processes and results.

*We are an Equal Employment Opportunity employer committed to providing equal opportunity in all our employment practices, including selection, hiring, assignment, re-assignment, promotion, transfer, compensation, discipline, and termination. The Place prohibits discrimination, harassment, and retaliation in employment based on race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; genetic information; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law. Violation of this policy will result in disciplinary action, up to and including immediate termination.*

Name: (print) \_\_\_\_\_



Signature: \_\_\_\_\_ Date: \_\_\_\_\_