

## Washington Village/ Pigtown Neighborhood Planning Council Career Center

### Job Description: Director of Workforce Development

#### Position Overview:

The Director of Workforce Development is responsible for the day-to-day management of all workforce programs and services, including personnel management, program administration and budget. Duties involve planning, developing and implementing the policies and programs of the Center.

#### Functions & Responsibilities:

##### *Program Evaluation:*

- Evaluate and measure program in respect to goals, outcomes, and overall mission
- Develop and implement tools for evaluation

##### *Project Management:*

- Point of contact for Center with funders and partners
- Organize and coordinate with staff and partners to complete projects
- Ensure client rights and WPNPC organizational values are demonstrated through the programs

##### *Resource Development/ Relationships with Businesses and Partners:*

- Collaborate with other provider agencies to create a coordinated network of services
- Develop and maintain relationships with the Business community to ensure needs are being met and contracts are managed effectively
- Serve on relevant committees and focus groups

##### *Reporting/ Statistics:*

- Collect, review, evaluate and interpret records, vital statistics and other data necessary for monthly reports
- Ensure all monthly, quarterly and annual program goals are met
- Submit reports to funders and partners
- Maintain and manage management information systems

##### *Administrative:*

- Provide input, assist in preparation and administer Center's budget
- Ensure center operates in compliance with contracts
- Develop and implement a policy and procedures manual for staff and participants; update as needed
- Ensure evaluation of services provided are conducted
- Update respective forms and documents
- Provide support to staff to carry out day to day functions

## **Job Description: Director of Workforce Development (Cont'd)**

- Provide support to staff to improve quality and quantity of services
- Recruit, hire, train and evaluate staff
- Organize and promote professional staff development activities
- Participate in professional staff development activities

### *Direct Service:*

- Provide career development and case management services to participants when needed

### *Other:*

- Other duties as assigned by Executive Director; Reports to Executive Director
- Physical demands include ability to negotiate steps and lift a minimum of 10 lbs.

## **Knowledge, Skills & Abilities:**

- The Director must be committed to the vision and mission of WPNPC. The Director must be comfortable working in a diverse workplace and community and demonstrate a strong commitment to community empowerment.
- Knowledgeable in using computers and their basic applications
- Thorough knowledge of the principles, practices, methods and techniques of social and human service programs, community resources and organizations.
- Thorough knowledge of the principles, practices, methods and techniques of crisis intervention, assessment, case management, individual counseling and workforce development
- Clear understanding of the modalities of change and the motivation of people
- Ability to administer and monitor the effectiveness of the Center's programs
- Ability to supervise professional and support staff in the delivery of services
- Ability to lead in the marketing and interpreting of the Center's services to the public
- Ability to effectively communicate both orally and in writing

## **Education & Experience:**

- Valid Maryland driver's license
- Reliable, personal transportation
- Graduate from an accredited college, with a Human Services related bachelor's degree preferred – and –
- At least one year direct service experience – and –
- At least one year supervisory experience
- -or-
- 2-3 years of direct service experience – and –
- 1-2 years of supervisory experience
- Knowledge or experience in a non-profit preferred

Resumes can be forwarded via mail, fax or email to [lesley.smith@bmoreworks.org](mailto:lesley.smith@bmoreworks.org)

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