

**WFD Program Manager**

**Full-Time Position**

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| **Organization:** | **Maggie’s Place** |
| **Job Title:** | **Workforce Development Program Manager** |
| **Department:** | **Programs** |
| **Reports To:** | **Director of Family Services** |
| **Location:** | **4001 N 30th St Phoenix, AZ 85016** |
| **Position Description** |
| **Job Purpose:**The Workforce Development Program Manager will oversee employment and educational services for the moms at Maggie’s Place. The goal of this position is to assist in developing career goals and provide skills training opportunities that lead to sustainable employment in the community. **General Responsibilities:*** Meets with participants to determine their employability status by utilizing vocational services
* Create career goals based on interest assessments, education status, and employment history
* Develop and maintain skills training opportunities including resume and cover letter writing, mock interviews, completing job applications, etc.
* Case management: document notes and data for participants showcasing current progress, goals, and meeting dates
* Host employment classes and job fairs
* Build relationships with community partners to provide resources
* Build relationships with employment partners to provide employment opportunities
* Effectively communicate with participants via phone, email, video chat and in-person to discuss progress
* Oversee the Dress for Success program to provide professional clothing to participants
* Encourage enrollment into the Paid Retail Internship located at Maggie’s Thrift by dispersing information, assisting with application process and hosting interviews for the program
* Partnering with Maggie’s Thrift to track client progress in the program and create individualized development plans based on participant needs and goals
* Host individual and group sessions
* Assist in the job application and hiring process including negotiating job accommodations and follow-along contact with the employer
* Provides individualized follow-along supports to assist participants in maintaining employment
* Provides support in educational goals for participants who express interest in education to advance their employment goals including apprenticeships, GED completion, and college courses
* Guide participants through barriers to employment such as transportation and childcare
* Provide constructive, trauma informed feedback to participants
* Understanding of grants and allocation of program funding
* Outreach to participants both in office and in the community

**Requirements:*** BA/BS degree preferred
* Experience providing employment services and knowledge of the work world are preferred
* A minimum of 3 years program experience working with a traumatized vulnerable population such as the population served by Maggie’s Place
* Must be able to represent/reflect Maggie’s Place in a positive and professional manner to the community
* Outstanding verbal and written communication
* Positive interpersonal abilities
* Must have effective organizational, problem-solving, time-management and analytical skills
* Understanding of vocational rehabilitation services
* Effective active listening and ability to motivate participants
* Ability to multi-task and set priorities
* Data entry and computer skills
* Basic math skills
* Proficiency in English (Bilingual a plus)
* Personal vehicle with clean driving record
* Must be able to comply and meet the national and state criminal background check, national sex offender registry, level one fingerprint clearance card, and a Motor Vehicle Records check as required by Maggie’s Place.
* Ability to lift 30 lbs is required.
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**Employee Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**