

Britepaths
JOB DESCRIPTION – 2021
Workforce Development Manager

Position Title: Workforce Development Manager

Title of Immediate Supervisor: Workforce Development Director

Job Status: Hourly, Full time, 30 hours/week, healthcare, retirement, life insurance, 12 holidays

Job Location: Remote; when Fairfax County reopens to the public this position may be located at the Financial Empowerment Center, Alexandria, VA, 3 days/week; remote 2 days/week.

Background

Britepaths is a non-profit organization dedicated to helping Fairfax County residents meet their essential quality of life needs through food assistance, financial assistance, and mentoring programs.

Assist Workforce Development Director in the development, expansion and operation of the workforce development programs specifically focused on 1) Career Services and 2) Network Up.

This position will work in the Alexandria office with flexibility to work at home when appropriate (approximately 2 days per week). A reliable internet connection is required. Laptop provided. The work schedule is flexible, but core hours are from 10 am-4 pm.

Qualifications and Experience: Bachelor's degree required, preferably in human services field. Counseling/coaching experience preferred. Workforce development training and experience preferred. Demonstrated leadership experience required. Must have own transportation and be willing to work some evenings and weekends. Must be able to work independently, have strong attention to detail, be organized and goal oriented. Must enjoy working with people and networking. Must have excellent oral and written communications skills.

Duties and Responsibilities:

Assist workforce development director in the development, expansion and operation of the workforce development programs specifically focused on 1) Career Services; 2) Network Up.

1. **Career Services** Provide direct support and coaching to enable clients to achieve their employment goals. Support clients in developing a resume, interviewing skills, referrals to educational, job training or professional certification programs. Must be effective at building relationships with agency staff and employers in the community as well as a good working knowledge of community resources. The Workforce Development Manager will plan, promote, and conduct workshops focused on career development and job search strategies.

2. **Network Up (NU)** Recruit and assess WFD clients for this short-term mentoring opportunity that pairs under- or unemployed women and men with a mentor who is a professional in their mentee's desired job sector. The Workforce Development Manager will work with Outreach and Communications staff to recruit mentors who are professionals willing to share their expertise with a mentee. Responsible for matching mentees with a mentor; tracking and collecting meeting recaps; and conducting post program survey.

Function 1: Workforce Development Coaching

1. Outreach to and coordinate with county agencies and other social service agencies to recruit clients who would benefit from workforce coaching.
2. Coordinate with the Programs Director, Financial Literacy Director and the FEC to recruit clients who would benefit from workforce coaching, and to ensure that appropriate services are being offered to clients.
3. Maintain and schedule appointments with clients, including follow-ups.
4. Meet one-on-one with clients either in-person or remotely to assess the workforce development related needs and goals of the client.
5. Assess clients for Network Up program and enroll if appropriate.
6. Work with the Programs Director and the Financial Literacy Manager to enroll the client in Britepaths' Food Program and/or Financial Literacy Program (if appropriate for the client).
7. Refer clients to appropriate community or county agencies for needed services and resources.
8. Maintain and update client and program information in Civi Case and Google Drive, as appropriate.
9. Administer a post-program survey to workforce development clients 3 months after their first meeting with the Workforce Development Manager.
10. Plan, promote, and conduct at least four Workforce Development workshops per year. These workshops will be focused on career development and job search strategies, and may be offered virtually or in person.

Function 2: Manage Network Up

1. Outreach to and coordinate with county agencies and other social service agencies to recruit mentees who would benefit from participation in NU.
2. Partner with small and mid-size business, and government agencies to recruit professionals who want to work with a job seeker as a mentor.
3. Conduct an interview with each mentor to determine their areas of expertise, the professional organizations, and networks with which they are associated, and the degree to which they are available to work with a mentee for 2-5 meetings over about a 2-month period.
4. Facilitate enrollment of mentees in NU, match them to mentors, track and monitor progress, provide support when needed; and ensure that both the mentee and the mentor are submitting meeting reports and surveys in a timely manner.
5. Maintain and update client and program information in Civi Case and Google Drive, as appropriate.
6. Administer a post program survey to Network Up mentees and mentors 3 months after mentees have met with their mentor at least 2 times, but not more than 5 times.

Function 3: Administrative Tasks

1. Maintain contact by email, phone, virtually (Zoom), or in person with clients and NU mentees and mentors on a regular basis.
2. Oversee and manage program budgets, and consult/coordinate with Programs Director/Accountant when necessary.
3. Collect, write up, and share success stories, client statistics, etc., as they arise or when requested by Communications Manager or Grant Writer.
4. Attend and participate in monthly staff and programs meetings, and planning meetings.
5. Provide Board Reports.
6. Participate in community meetings and committees as assigned.