



WorkExpress Manager

WorkExpress

Mission Statement:

Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

Position Summary:

Father Bill's & MainSpring is seeking an experienced manager with workforce development experience to oversee the individual adult employment programs and their corresponding staff as well as build partnerships with employers, businesses and other community stakeholders. This manager will need to be able to provide leadership and direction for the strategic plan with innovative practices. The workforce programs are funded by state, federal and private grants focused on helping adults experiencing homelessness access job training and secure employment. Included in these programs is a Social Enterprise, employing individuals experiencing homelessness who are working toward self-sufficiency. Full time, flexible hours, primarily afternoon/evening with some weekends and overnights required. Daily travel throughout the South Shore of Massachusetts is necessary. Masters Degree in Social Work, Public Administration or other related field and 3-5 years of increasing responsibility within a non-profit organization; 2+ years prior supervisory experience.

Essential Responsibilities:

- Oversee and manage the day-to-day operations of the WorkExpress program, including monthly, quarterly and annual grant reporting for the various funding sources.
- Recruit, hire, train and supervise a staff of employment professionals and participate in weekly team meetings with each group.
- Coordinate all workforce services with the overall triage/individual shelter team to ensure seamless service delivery for participants involved in the workforce programming.
- Provide ongoing support to all staff to assure that they have the resources and training to successfully achieve program goals.

- Network within the business community to establish partnerships with local employers, training providers and community partners.
- Develop and maintain relationships with large scale employers, creating ongoing job opportunities for program participants.
- Help set performance goals for the department. Drive the attainment of program outcomes by supporting team, business development, networking and effective management of staff. Track outcomes through the agency data reporting system in order to measure department performance and to produce reports for internal and external stakeholders.
- Assure that required documentation is being captured by staff in the automated reporting system as well as in client files.
- Provide input for annual budgets and manage the finances for each grant including necessary billing processes.
- Prepare for and provide requested documentation at annual grant audits for each program.
- Advocate for the workforce development department as well as Father Bill's & MainSpring's mission by giving presentations to stakeholders in the community.
- Initiate crisis intervention when necessary.

Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

Other:

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
 - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.