



JOB DESCRIPTION

Job Title: Director of Workforce Services	Department: Workforce Services
Reports to: Executive Director	Job status: Exempt

JOB SUMMARY

The Director of Workforce Services is responsible for managing and/or overseeing all workforce services programming across all HopeWorks service areas. The Director will work within the community to establish community employer contacts and internally to establish a job placement process tailored to serve clients in Adult Education, Personal and Career Development, Employment Essentials, Corrections, and Transitional Housing programs offered by HopeWorks. The Director of Workforce Services is responsible for building a strong and responsive team that will be accountable for program goals. The Director will be responsible for creating a means by which all HopeWorks clients have easy access to job opportunity postings vetted by the Office of Workforce Services, coordinating services to clients in the areas of individual workplace readiness, workplace vocabulary, resume creation, and interview skills.

The Director is responsible for scheduling, budget preparation, fiscal management, supervision and staff development, record keeping, and reporting to funding state agencies as needed. The Director will work to identify community partners to create pathways for employment of clients at companies interested in partnering with HopeWorks to provide competitive jobs. They will maintain appropriate records and statistical data related to HopeWorks clients, providing data reports each month and annually.

The Director is a member of HopeWorks leadership team and serves as a strategic partner in planning and implementing the future vision for the HopeWorks mission of providing hope in Jesus Christ and opportunities for sustainable work through education. The Director must be both a hands-on worker and an excellent manager. The Director must have the ability to strategically create plans to meet goals and objectives and work with other HopeWorks programs to move clients participating in Education and HopeWorks Life Services toward participation in Workforce placement options.

The Director of Workforce Services should model HopeWorks values and ethics central to the HopeWorks mission of "Hope in Christ". To be effective in this position, one must be caring, empathetic, conscientious, confidential, culturally-sensitive, and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

Daily Functions and Responsibilities

General Operations

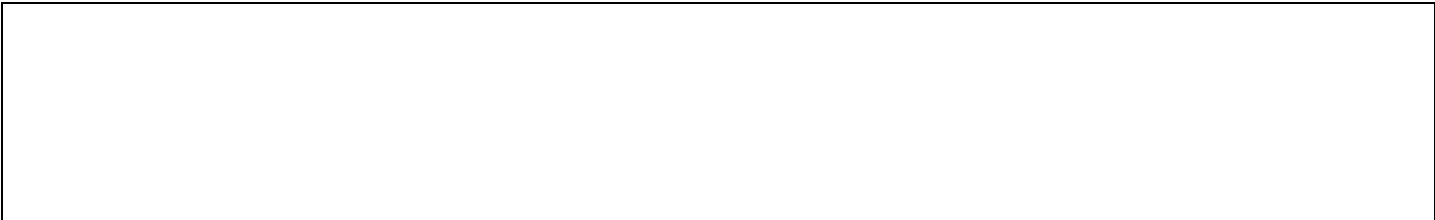
- Work internally across all HopeWorks programs, tailoring workforce service offerings to meet the specific needs of each client group.
- Create an environment that encourages and builds high staff morale and accountability.
- Work externally to create awareness and understanding of HopeWorks clients and services within the community, spending significant time developing job opportunities and coordinating job fairs and interview opportunities for clients.
- Curate a list and/or online Job Board for client access.
- Build a database of all employer contacts and make visits to employers as a routine part of Building a relationship with employers, maintaining an up-to-date list of job openings.
- Direct all outreach to target populations. Manage and build relationships with a variety of stakeholders and partners, including businesses and other community organizations.
- Review and evaluate delivery of services on an on-going basis. Direct all changes to improve service delivery and ensure program goals are being met.
- Serve in the role of representative, advocate or community advisor on local, state and federal advisory boards.
- Other duties as requested.

Data and Reporting Management

- Ensure client records and files are maintained.
- Ensure all funding agency reports are submitted on time.
- Ensure all funding agency policies and procedures are enforced and followed.
- Manage program budgets and fiscal controls, following funding agency guidelines.
- Collaborate with all HopeWorks departments regarding grant proposals and fundraising opportunities.
- Define, measure, and evaluate program performance data to support the HopeWorks Strategic Plan.
- Work with external agencies to track data and provide data as requested.

Staff Development

- Build a team that understands the culture of the Hopeworks mission and culture.
- Create continuous, measured improvement based on performance data.
- Train, supervise and motivate others to engage in appropriate performance management activities. Manage opportunities for employee Personal Development Plans.
- Evaluate staff performance and identify areas of training needed. Collaborate with internal departments and external agencies to facilitate training.
- Ensure use of Leadr software in staff development, increasing user metrics and documented use in goal setting, key performance indicators, ongoing evaluation of employee performance and support of the HopeWorks strategic plan.



EDUCATION & RELATED WORK EXPERIENCE	
Education Level	
Bachelor's degree required. Master's degree preferred.	
Years Related Work Experience:	
Five (5) years' experience and successful track record with new programs, internal and external team building. Experience providing staff training and building community support.	

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
Strong Leadership Skills	X	
Experience working with a team to achieve outcomes	X	
A strong command of computer skills (G-Suite, Google Classroom, ZOOM, MS Word, Excel, and PowerPoint) is required	X	
Meticulous attention to recording and reporting accurate records/ data	X	
A strong, proven ability to analyze data and convert findings for reports	X	
Strong organizational and time management skills	X	
Excellent demonstrated written and verbal skills, reports and presentation creation in powerpoint or related software.	X	
Able to travel to satellite locations including correctional facilities.	X	
Ability to work with staff across multiple departments	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, community volunteers, donors, etc.	X	
Demonstrated ability to meet deadlines	X	
Ability to work with budgets and create spreadsheets	X	
Demonstrated ability to work under pressure	X	
Must be able to answer multiple demands from multiple directions simultaneously in a strength-based manner.	X	
Able to prioritize matters of significance, and make decisions accordingly	X	
Deals with confidential information on a daily basis and must respect the	X	

nature of the data.		

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
Able to Remain in a stationary position, often standing or sitting for prolonged periods. Able to work with distracting noise levels, such as from students and office equipment. Willing to work inside one or more correctional facilities.

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: 08/2024	Revision Date:
Supervisor: I have approved this job description and reviewed it with my employee.	
Signature: _____	Date: _____
Employee:	
Name (Print) _____	
I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature: _____	Date: _____
Human Resources:	
Signature: _____	Date: _____