

Northwest Workforce Council

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 - www.nwboard.org -

Workforce Programs Manager

THE POSITION OVERVIEW:

The major objective of this position is to supervise agency direct service staff and be responsible for all facets of the Northwest Workforce Council's direct (program) services. The Workforce Programs Manager, working in a team environment, is responsible for program design; developing and maintaining agency and community partnerships; managing budgets; monitoring program performance, quality and adherence to policies; and performance monitoring of assigned staff. Reports to the Deputy Director and is a member of the senior leadership team. The Workforce Programs Manager coordinates information and reports between administration and direct service staff.

- ❑ Position available in the Bellingham office in the WorkSource Whatcom Center

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES

Program Management:

- ❑ Plans and implementations the Council's workforce grants, contracts and other workforce programs. Ensure that assigned staff are accountable for the appropriate expenditure of case service dollars and other funds, maintaining necessary fiscal controls and oversight, and assuring all services are provided in accordance with agency policies and procedures
- ❑ Oversees and supervises staff activities to ensure performance goals and outcomes are met
- ❑ Provides leadership and coordinates the WorkSource Center's certification process and application
- ❑ Ensures non-discrimination and equity in the delivery of services
- ❑ Remains current on state, federal, and local policy, requirements and regulations governing programs and services to meet performance outcomes, including grant requirements
- ❑ Assures timely and accurate reports and information, for both internal monitoring and contractual reporting
- ❑ Develops and implements administrative controls including eligibility verification and accuracy of supportive documentation in files and database

Supervision:

- ❑ Provides managerial oversight and direct supervision to agency direct service staff; assigns customers to NWC direct services staff (coordinators); assures efficient caseload management
- ❑ Provides continual feedback or coaching to employees, as well as conduct employee performance / caseload reviews, and guide employees in the delivery of NWC/WorkSource services.
- ❑ Determines direct service staff training needs
- ❑ Develops corrective action plans and implement disciplinary actions in accordance with NWC personnel policy

Community Outreach:

- ❑ Networks and establishes productive partnerships with community leaders in business, education, and other organization to support workforce development programs and system development
- ❑ Represents the organization in the community and presents information to small/large groups

Other:

- ❑ Participates as a member of the Senior Leadership Team to develop and implement the Council's Workforce Combined Plan. As part of the team, responsible for all facets of NWC service delivery provided to all types of individuals
- ❑ Performs other related job duties as assigned

SKILLS, KNOWLEDGE AND EDUCATIONAL EXPERIENCE REQUIRED:

Graduation from a four-year college with major course work in business, social sciences, counseling, vocational guidance, education or related field. Three years of progressive paid experience in workforce development, private business, human services, program administration and/or community development which provides demonstrated knowledge of:

- ❑ NWC delivery service strategies, policies, procedures and practices that result in successful employment outcomes
- ❑ Manages and accomplishes multiple priorities within necessary timeframes
- ❑ Guide and support employees in using independent judgement consistent with federal laws and regulations and professional standards
- ❑ Understanding of the local and regional area labor market
- ❑ Basic computer technology, proficient and accurate in MS Office Suite, Internet, e-mail, and management information data collection systems; troubleshoot as needed
- ❑ Uses management reports and other data to monitor employee progress toward achieving performance expectations and provide constructive feedback in a timely manner
- ❑ Project management principles and manage staff and processes to see short and long term projects through successful completion
- ❑ Facilitates group training and motivate those present using a formal curriculum and established learner objectives
- ❑ Adapting easily to changing business needs, processes and work responsibilities
- ❑ Working cooperatively and as a team member with peer workers and personnel from other agencies. Builds and maintains collaborative results-oriented partnerships as a team member of the staff and as a staff representative amongst partner agencies and the community
- ❑ Excellent written and oral communication skills, high degree of professional and personal organization skills
- ❑ Communication skills demonstrated through 1) experience providing direction and coaching to others on work assignments; 2) experience acting as a liaison and communicating with internal stakeholders as well as external stakeholders in order to accomplish goals and meet deadlines; 3) experience providing input, direction, and ideas to leadership and/or teams regarding decisions for process improvement or problem resolution; and/or 4) experience communicating to diverse populations and with people under duress
- ❑ Advancing the agency's goals through facilitating and strengthening highly effective teams regionally and at the local centers

WORKING ENVIRONMENT AND ADDITIONAL REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are in addition to the essential functions and required skills:

- ❑ The Workforce Programs Manager is an exempt, professional position with Northwest Workforce Council which requires a full-time schedule. The employee is required to be present in the workplace on a regular and reliable basis. Normal business hours are Monday through Friday, 8:00 AM to 5:00 PM. Occasionally alternate schedule/hours as may be required to effectively execute duties of the position
- ❑ Work is conducted primarily in an office setting and will involve travel within the region; employee to

- provide own transportation, with travel reimbursed at NWC travel policy rate
- ❑ Valid Washington state driver license required with properly licensed and insured automobile available during work hours
- ❑ During the six-month provisional employment period, the applicant must be able to perform the essential functions of job without any extended leave time
- ❑ The position requires a criminal background check as condition of employment

BENEFITS

Salary starts at \$XXXX per month. Excellent benefit package includes paid employee medical and family dental insurance coverage, employee assistance program, long term disability insurance, paid vacation and sick leave, eleven paid holidays, and employer-funded 401K retirement plan.

APPLICATION PROCEDURE

To apply, please submit the following to HR@workforcenorthwest.org or by mail to: Human Resources, Northwest Workforce Council, P.O. Box 2009, Bellingham, WA 98227:

1. A letter of interest identifying the position you are applying for and describing how you meet the qualifications for this position
2. A resume
3. Contact information for two (2) professional references (minimum)

Only those applications that contain the above required items (1-3) will be considered. It is NWC policy to verify information contained in all application materials.

Candidates whose qualifications most closely match the desired attributes will be invited to interview at their own travel expense. The process may include, in addition to an oral interview, a written exercise, a presentation and/or skills testing.

NWC reserves the right to extend application deadlines and to modify the selection schedule without notice, or to form eligibility lists for, or make appointments to other NWC positions with similar employment requirements. Position is open until filled.

Northwest Workforce Council is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities; send email to HR@workforcenorthwest.org.

Addendum Workforce Programs Manager, Malinda Bjaaland

EQUAL OPPORTUNITY OFFICER (EOO):

Coordinate responsibilities under Part 37. Serve as liaison with state EO Officer and/or designee. Conduct EO monitoring and investigations. Develop and/or review written EO policies. Develop and/or publish procedures for processing discrimination complaints. Report EO matters directly to Executive Director. Ensure implementation of MOA requirements; i.e., training staff, monitoring, participating in mediation; and mandatory participation in ongoing training. The percentage of time on EOO duties vary depending on monitoring schedules and changes in policy and procedures. Annually, it is expected to be an average of 10-15% of the position.