

## **Workforce Development Program Manager**

### **Job Description**

**Dorchester Bay Economic Development Corporation**, now in our fifth decade of service to our community, seeks to hire a Workforce Development Manager to contribute to our program service expansion plans and economic development initiatives that “change neighborhoods and change “lives” in and around Dorchester. In recent years, Dorchester Bay’s economic development efforts have focused upon small business lending. As a U.S. Small Business Administration (SBA) approved micro-lender and a Community Development Financial Institution, we continue to recognize the role and importance of access to capital in economic development and in our work as a whole. Since 2008, through our Reentry Program, another component of our economic development programs, we have been assisting returning citizens with job counseling and placement.

Following our strategic plan recommendations of May 2021, Dorchester Bay Economic Development Corporation is expanding its existing services for job seekers, currently offered through the Reentry Program, and plans to offer a broad Workforce Development Program. This program aims to serve job seekers in our target low-to-moderate (LMI) Boston’s residents to obtain employment assistance services and the resources that they need to secure good jobs. Our services are available to LMI job seekers 18 and up from our target Boston’s communities. Our communities include: Dorchester, Roxbury, Mattapan, Jamaica Plain, Hyde Park, and Roslindale. Our job seekers are from multicultural backgrounds and we provide emphasis in serving minorities, women, Black/African American, people of color, Latinos, and immigrants.

We are seeking an energetic and community-minded Workforce Development Manager to play a critical role in managing the Workforce Development Program.

**Employment Terms:** This is a 30 hours/FT position with benefits. The initial contract will be for a year term, with potential of renewal and becoming a permanent FT 40 hours position if funding is secured for the second year and succeeding years.

**Nature of Work:** The Workforce Development Manager will support Dorchester Bay’s economic and business development efforts and deliver direct job counseling placement, workshop/trainings, access to job opportunities in Dorchester Bay’s target service areas. The Dorchester Bay Workforce Development Program aims to provide hands-on individualized and group counseling including:

- **Pre-Employment:** Job readiness and individualized counseling, resume writing, goal setting, interview skills and prep, job search, job skills (self-management, and transferable), work readiness, and skill building trainings.
- **Job Placement:** work with our job seekers and employers to identify job opportunities and ensure placement.
- **Post-Placement:** this support six months of post-placement service, which is a critical component to ensure that sustainable employment outcomes are tracked.
- **Job Retention:** Job coaching to check-in with job seekers after placement, and strengthen partnership with employers to ensure job retention.

**Essential Duties and Responsibilities:** The Workforce Development Manager is responsible for managing all aspects of the Dorchester Bay Workforce Development Program including:

- Manage all aspects of the Dorchester Bay Workforce Development Program including: outreach, develop tools and materials for services, design of services and provide individualized job counseling services to local LMI residents who are job seekers from diverse and multicultural communities, development of educational workshops/trainings, and work with partners and be part of the workforce development network in the state and nationally. Our main focus is to assist underserved and LMI income unemployed local residents to build their capability to access and secure the fitting job opportunities.
- Outreach to job seekers in six Boston communities including Dorchester, Roxbury, Mattapan, Jamaica Plain, Hyde Park, and Roslindale.
- Develop and/or coordinate educational programs for job seekers in collaboration with partners and/or instructors. The educational programs should be tailored to build skills of job seekers in term of readiness to obtain a job, like resume writing, preparation and skills for job interviewing, industry and career specific workshops. These educational programs will be offered during the year.
- Promote the Dorchester Bay Workforce Development Program and represent Dorchester Bay EDC externally on workforce related matters, advocacy efforts participating with the Mass Association of Community Development Corporations (MACDC).
- Participate in Economic Development Team meetings, in Economic Development Committee, and other committees and discussion groups as required by the Director of Economic Development.
- Promote the Dorchester Bay Workforce Development Program in meetings and in presentations as required to create awareness and increase visibility of the program and services.
- Assist the Director of Economic Development with fundraising efforts to secure funding for the program.
- Track and report program performance data and outcomes for the purpose of reporting to funders and obtaining grants for the program.
- Contribute as part of the Economic Development Programs to meet department and program goals as planned for the year.
- Be part of strategic planning discussions to establish and grow the Dorchester Bay Workforce Development Program. As well as part of the organization strategic planning discussions as required by the Director of Economic Development.
- Coordinate work as needed with the Reentry Program's Job Placement Manager/staff to reduce duplication of effort, identify synergies between both programs, and to have some of the services and educational programs also available to Reentry participants when is suitable.
- Participate in internal and external committees, as assigned, to advance the workforce development agenda and interchange ideas with peers and other job counseling service providers and agencies.
- Other responsibilities as assigned by the Director of Economic Development and CEO.

**Ideal Candidate:** Our ideal candidate will be passionate to work with individuals from diverse and multicultural backgrounds and communities in Boston. As well, the ideal candidate will be passionate about workforce development and the particular role of community development corporations in making a difference at the neighborhood level. The person should have:

- Master or other advanced degree preferred or relevant experience in lieu of formal degree also considered.
- A person with experience in workforce development counseling, program management is suitable for this position.
- Required at least three years of experience in workforce development counseling and/or providing individualized and group pre-placement, placement, and post placement counseling to unemployed individuals from diverse communities.
- Experience assisting job seekers to explore resources to secure well-paid or entry-level jobs.
- Have negotiation and problem resolution skills and be able to find solutions that integrate the interests of program participants and the involving parties. The person must show character to deal with multiple challenging cases and have the ability to identify options to address issues.
- Have understanding of the workforce development field and the network of service providers and pool of suitable employers.
- Have understand the counseling process and be able to assess job seekers, their conditions and needs. As well to be able to provide the appropriate guidance and action plan to address employment needs and meet their objectives to securing employment.
- Experience managing multiple projects at the same time and multitasking, in occasions under stress, and meet deadlines.
- Have organization skills, ability to work independently and as part of a team, interpersonal skills and multicultural understanding when working with clients, partners and allies.
- Have excellent computer skills (Microsoft Word, Excel, and Power Point), including spreadsheet, internet, and social media proficiency.
- Have great communication skills and ability to follow up with partners and program participants utilizing multiple communication channels. Some of the communication channels that we use are but no limited to in-person meetings, phone calls, emails, social media, google meet or zoom, and any other channels to ensure that the participants will receive the necessary support.
- Conversational knowledge of Spanish, Portuguese, Vietnamese, Haitian Creole or Cape Verdean Creole (highly desirable).
- We seek candidates who can jump in and exercise leadership to strengthen our assistance services, collaborate well, embrace our mission, and bring a sense of humor and passion to their work.

#### **The Selection Process:**

Please submit a cover letter, detailing your qualifications for this position and your salary requirements along with a resume to [Vpina@dbedc.org](mailto:Vpina@dbedc.org). No phone calls please.

Applications will be reviewed and acknowledged as they are received. Dorchester Bay EDC seeks to fill this position as soon as possible.

*Dorchester Bay Economic Development Corporation views diversity, including, and cultural competence as vital guiding principles in all of our work with clients and communities. We welcome and encourage applications from visible minority group members, indigenous persons, members of the LGBTQ community, persons with disabilities and others who may contribute to the diversity of the organization and reflect the diversity of the communities we serve.*