

### Job Description

Title:	Senior Manager of Workforce Development	Full-Time/ Part-Time:	Full-Time
Department	Education and Workforce Development	Hourly/Salary:	Salary
Work Schedule:	35 hours per week	Regular/Temporary/Seasonal:	Regular
Exemption:	Administrative	FLSA Classification:	Exempt

#### Organization Overview:

The Stanley M. Isaacs Neighborhood Center (Isaacs Center) is a non-profit, multi-service organization focusing primarily on the needs of children and low-income families, out-of-school and out-of-work youth, and aging New Yorkers. We operate at community centers located in the neighborhoods of East Harlem and Yorkville, and seek to deliver programs that are impactful, innovative, and intergenerational.

#### Position Summary:

The Senior Manager of Workforce Development (Senior Manager) is primarily responsible for educational and vocational placement of participants involved in Education and Workforce Development at the Isaacs Center. Reporting to the Executive Director, the Senior Manager responsible for oversight of the career training/development and educational units established by the Isaacs Center to provide formerly “disconnected” youth with opportunities to enter (or re-enter) the workforce and/or earn the education credentials necessary to boost their hourly wage and secure a salaried position in a growing labor market in New York City. The Senior Manager leads the development of a college and career-focused culture at the Isaacs Center, and focuses his/her efforts on three key workforce development tracts: *Education and Child Development, Hospitality and Food Service, and Community Health*.

#### Qualifications and Experience:

- Bachelor's Degree in relevant field. Master's preferred.
- 5-10 years of experience managing, coaching, and mentoring high-performing, youth development professionals and teams
- 5-10 years of experience in education administration, business/nonprofit operations, career services, and/or project management. Counseling experience preferred.
- Excellent office management and computer literacy (IT) skills (including MS Office applications and internet research)
- Excellent interpersonal, verbal and written communication, networking, negotiation (conflict management and resolution), and presentation skills.
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion
- Bilingual and bicultural skills desirable, but not required
- Ability to work some flexible hours (e.g., evenings and weekends)

## Primary Duties:

### *Program Development*

- Provides oversight of the development of education and employment goals from point-of-entry, tracks progress toward the attainment of these goals, and utilizes data to supervise/manage/coach staff responsible for ensuring that our education and employment goals are met
- Develops and implements pre-sector and sector-based trainings including identifying instructors and instructional materials, as well as, establishing the scope and structure of training, and criteria for placement in training and “graduation” from training
- Develops employment and educational partnerships within each of the three key workforce development tracts
- Represents the program to employers and higher education partners. Develops Business Advisories, and college and career-focused consortiums
- Provides leadership for scholarship and financial aid programs
- Monitor labor market trends.

### *Talent Management*

- Responsible for oversight of the Job Readiness Trainer, Career Sector Coordinators, Academic Coordinator. Meet with program staff on a regular basis to ensure appropriate information sharing, coordination of program activities and service delivery
- Works in partnership with the Clinical Manager to support the recruitment and retention of participants
- Provides professional development opportunities for staff on college readiness, career preparation, and academic integration
- Develops systems to ensure consistent, high-quality project management and evaluation
- Recruits, trains, develops, coaches, and retains high-performing team members including interns
- Provide leadership in development of inter-team communication and cohesiveness, sustaining culture and supporting staff during organizational growth

### *Administrative Responsibilities*

- Responsible for the oversight, maintenance, and compliance with all government and nongovernment entities and funding partners
- Engages with the Fiscal and Development Offices to manage grants, meet program deliverables, collect and analyze data, and create and submit reports.
- Meets regularly with the staff of Education and Workforce Development to support the achievement of program outcomes, and “course correct” as needed.
- Works in partnership with the Clinical Manager and Facilities Manager to create a dynamic, engaging, and age-appropriate space for participants.
- Identifies new opportunities, programs, and partnerships to strengthen Education and Workforce Development at the Isaacs Center

*The Stanley M. Isaacs Neighborhood Center is an equal opportunity employer and considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.*