

## **Workforce Development Program Manager**

Roosevelt Square Village, Chicago, IL, US

**Salary Range:** \$45,000.00 To 52,000.00 Annually

### **BASIC FUNCTIONS:**

The Workforce Development Program Manager plays a pivotal role for the children and families served at SOS Children's Villages Illinois and greater community in and around Roosevelt Square. In this role, the manager is responsible for managing the operations and events, activities, and classes (a majority of which will be culinary courses) conducted in the Roosevelt Square Community Center. This role is also responsible for developing and maintaining relationships with internal and external stakeholders to develop quality workforce development programming that satisfies the needs of the donor/partner and the participants.

This role reports directly to the COO and works closely with the Director of Development.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Program Development**

- Identify, implement, and organize structured, high-quality vocational/job development, career services, health care, financial education, and social service programming and resources for children and families that align with the SOS mission and needs of the community
- Lead enrollment, recruitment, and participant retention efforts via online and offline marketing and primary face-to-face relationship-building strategies; ensure monitoring of attendance
- Facilitate program evaluation and progress reports; Devise evaluation strategies to monitor performance and determine the need for improvements
- Initiate and set goals for programs according to the strategic objectives of SOS Illinois (estimated 3,000 program participants each year)
- Ensure program operations and activities adhere to legal guidelines and internal policies

#### **Administration & Management**

- Builds and manages effective relationships with internal and external partners – attends meetings, functions, and required events
- Maintain open, effective communication and interaction among the programs and partners; engagement of parents/families

- Provides tours to stakeholders and other guests as requested
- Is responsible for working with HR to confirm clearance of all volunteers, facilitators, chefs, and guests
- Ensures that volunteers, facilitators, etc., are establishing a safe, nurturing, supportive, and positive classroom climate
- Assists in the development and execution of plans for ongoing growth and enrichment of clients and participants
- Supports commitment to child abuse prevention by:
  1. Reporting any items that may provide a health or safety hazard to staff, members or guests to your supervisor
  2. Following all policies and procedures related to keeping children safe in our facilities and programs, including those related to the monitoring and supervision of children
  3. Reporting any suspicious behavior and violation of policy and procedures
  4. Completing all child abuse prevention training as required
- Apply change, risk and resource management principles when needed
- Keep leadership informed with detailed and accurate reports or presentations

### **Financial Management**

- Manages inventory of program, office and other operational and culinary kitchen supplies. Requests purchases and collaborates with sponsors and partners for supplies, products relating to culinary and other programs.
- Provides input, as requested to program budget. Assists in management of program revenue and expenditures.
- Assists in grant applications and grant reporting as needed.

Perform other duties as assigned.

Hours will typically be 11 am – 7 pm, other later evening or earlier mornings may be required for meetings and special events. When Saturday required, schedule is adjusted. Manager is expected to remain flexible in scheduling and to work with supervisor to manage time appropriately.

### **MINIMUM QUALIFICATIONS:**

1. Commitment to SOS Children's Villages Illinois philosophy and mission.
2. Bachelor's degree required and two to three years' experience working in a non-profit preferred, or equivalent combination of experience and education may be considered.

3. Demonstrated organizational and communication skills as well as ability to work with community partners, corporate partners, donors, and volunteers.
4. Excellent skill and understanding of computer and constituent software required.
5. Ability to work independently and within a team environment.
6. Willingness and ability to travel locally and to work nights and weekends, as required.
7. Ability to work cooperatively to achieve common goals; support cooperation, collaboration and the sharing of information while providing the best quality product available and continuously upgrade standards to maintain quality, in all areas of responsibility.
8. Ability to motivate and include others to achieve common goals.
9. Understanding of volunteer and relationship management.
10. Openness to new ideas and their implementation. Ability to react and adapt to changing situations appropriately.
11. Ability to listen carefully to and understand constituents' needs, both internally and externally, and proactively respond to those needs in a consistent and timely manner.
12. Organizational and computer skills including proficiency in Microsoft Office suite.
13. Excellent written and verbal communication skills.
14. Ability to exercise discretion and independent judgment.
15. Ability to handle sensitive and confidential materials with integrity.
16. Reliable, punctual, and able to manage multiple tasks.
17. Ability to provide required DCFS Medical Report/TB test.
18. Valid Illinois driver's license with acceptable driving record; insured and reliable transportation.
19. Sensitivity to the cultural and socioeconomic characteristics of clients and staff.
20. Ability to relate to the Agency staff and to the public in a courteous and professional manner.
21. Ability to work in an alcohol, tobacco, drug, and firearm-free environment.

ADA DISCLAIMER/STATEMENT: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Position responsibilities are intended to describe those functions that are essential to the performance of this job. This position description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

SOS CHILDREN'S VILLAGE ILLINOIS is an equal opportunity employer. Employment, assignment, and promotion practices are carried out in accordance with all applicable laws, rules, regulations and orders without regard to race, religion, color, national origin, physical handicap, social handicap, sex, age, or ancestry.



Chicago Village  
7600 S. Parnell Avenue  
Chicago, Illinois 60620

T 312.783.0500  
F 312.783.0600  
info@sosillinois.org  
www.sosillinois.org

Every child deserves a home

## **Workforce Development Program Specialist**

Roosevelt Square Village, Chicago, IL, US

**Salary Range:** \$18.0000 To 18.0000 Hourly

### **BASIC FUNCTIONS:**

The Workforce Development Coordinator plays a pivotal role for the children and families served at SOS Children's Villages Illinois and greater community in and around Roosevelt Square. In this role, the coordinator is responsible for supporting the activities and classes (a majority of which will be culinary courses) conducted in the Roosevelt Square Community Center that fall under the Workforce Development Program. This role also supports relationships with internal and external stakeholders to develop quality workforce development programming that satisfies the needs of the donor/partner and the participants.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Program Development**

- Provide logistical support to the Workforce Development Manager in their role to identify, implement, and organize structured, high-quality recreational, health care, vocational/job development, and social service programming and resources for children and families that align with the SOS mission and needs of the community
- Coordinator marketing enrollment, recruitment, and retention of participants; monitor attendance
- Collect and distribute program evaluation and progress reports
- Ensure program and activities adhere to legal guidelines and internal policies
- Assist with set up and take down of classes and events
- Maintain effective relationships with internal and external partners – attends meetings, functions, and required events
- Maintain open, effective communication and interaction among the programs and partners; engagement of parents/families
- Coordinate the clearance of all volunteers, facilitators, chefs, and guests
- Establish and maintain a volunteer recruitment, retention, tracking, and recognition program for the Workforce Development Program
- Ensures that volunteers, facilitators, etc., are establishing a safe, nurturing, supportive, and positive classroom climate
- Keep manger informed with detailed and accurate reports or presentations
- Work with SOS Illinois as necessary to maintain calendar of events and center needs

- Monitors inventory of program, office, and other operational and culinary kitchen supplies. Relays purchases for supplies, products relating to culinary and other programs to Manager.
- Perform other duties as assigned.

Hours will typically be 11 am – 7 pm, other later evening or earlier mornings may be required for meetings and special events. When Saturday required, schedule is adjusted. Coordinator is expected to remain flexible in scheduling and to work with supervisor to manage time appropriately.

### **MINIMUM QUALIFICATIONS:**

1. Commitment to SOS Children's Villages Illinois philosophy and mission.
2. Bachelor's degree preferred, or progress towards obtaining a college degree plus and one to two years' experience working in a non-profit preferred, or equivalent combination of experience and education may be considered.
3. Demonstrated organizational and communication skills as well as ability to work with community partners, corporate partners, donors, and volunteers.
4. Excellent skill and understanding of computer and constituent software required.
5. Ability to work independently and within a team environment.
6. Willingness and ability to travel locally and to work nights and weekends, as required.
7. Ability to work cooperatively to achieve common goals; support cooperation, collaboration and the sharing of information while providing the best quality product available and continuously upgrade standards to maintain quality, in all areas of responsibility.
8. Ability to motivate and include others to achieve common goals.
9. Understanding of volunteer and relationship management.
10. Openness to new ideas and their implementation. Ability to react and adapt to changing situations appropriately.
11. Ability to listen carefully to and understand constituents' needs, both internally and externally, and proactively respond to those needs in a consistent and timely manner.
12. Organizational and computer skills including proficiency in Microsoft Office suite.
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16. Reliable, punctual, and able to manage multiple tasks.
17. Ability to provide required DCFS Medical Report/TB test.
18. Valid Illinois driver's license with acceptable driving record; insured and reliable transportation.
19. Sensitivity to the cultural and socioeconomic characteristics of clients and staff.

20. Ability to relate to the Agency staff and to the public in a courteous and professional manner.
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