**Job Description**

**Job Title:** Moving Ahead Program Manager **Department:** Workforce Development

**Reports to:** Associate Director Workforce Development **Effective Date: *5/21/2024***

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| **Guiding Principle:** | The St. Francis House Philosophy of Care commits us to providing trauma-informed, recovery-oriented and person-centered care. It guides everything we do at St. Francis House (SFH) – how we work with Guests and how we work together as an entire agency and community. Each staff person is expected to learn, understand, and apply these principles in their everyday work. |
| **Job Summary:** | The Moving Ahead Program (MAP) Manager oversees the day-to-day operations and scheduling of all group-based instruction in the Workforce Development Department, including the successful Moving Ahead Program (MAP), and other classroom-based programs and workshops designed to meet the needs of people who are homeless or vulnerable to homelessness. The Moving Ahead Program Manager acts as both a supervisor and a fellow Instructor, supporting and teaching employment readiness, life skills, and job search strategies to adult students with a range of barriers who are seeking employment and overall housing and income stability. The MAP Manager ensures that a strong core curriculum and strengths-based approach to career exploration, job placement and job retention underpin all department teaching, and that the team’s work is organized, cohesive and holistic in its delivery. |
| **Supervisory Responsibilities:** | * Oversees the daily workflow of assigned staff.
* Interviews, selects, and trains staff.
* Works with staff to identify Professional Development opportunities.
* Provides constructive and timely performance communication and handles progressive discipline in accordance with agency policies/procedures.
* Conduct formal performance reviews.
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| **Essential Duties/Responsibilities:** | * Provides day-to-day, individual and group supervision and leadership to a team of Instructors, ensuring that the curriculum retains its integrity and consistency and that the day-to-day operations of all instruction formats run smoothly and effectively.
* Builds class rosters for ten cohorts a year considering group milieu, contract metrics and budget obligations. Collaborates with Intake Coordinator and Employment Services Manager and meets with potential students prior to acceptance.
* Monitors student performance to ensure measurable progress. Meets with students to review progress towards employment goals and provides them with direct feedback as needed.
* Oversees Wellness and Life Skills Coach and integrates wellness and recovery concepts into the curriculum.
* Ensures Instructors maintain up to date information and tools regarding industry best practices for successful job search methods that will facilitate students’ placement and transition to the workforce.
* Models effective classroom management that fosters learning among adult learners with diverse abilities and needs.
* Provides side-by-side support to team members and students in times of challenge and/or crisis, intervening as needed.
* Responsible to teach a range of topics designed to prepare individuals for employment such as Myers Brigs, Holland Code, Introduction to Financial Literacy, etc.
* Ensures classroom coverage when Instructors not available due to meetings, vacation, unplanned absences or other. Serves as backup instructor as needed.Meets weekly and as needed with direct reports to review progress toward participant and departmental goals, reviews work successes, provides support, trouble-shoots challenges, and coaches as needed.
* Oversees MAP student placements into contracted sober homes and maintains open communication with sober homes including confirming ongoing student residency.
* Responsible for submitting weekly stipend invoices and bi-weekly housing invoices to Finance Department for processing.
* Works closely with the Associate Director to review student and Instructor feedback, conduct ongoing program evaluation and explore new instructional topics, concepts, and approaches that could lead to program improvement.
* Maintains organized, up to date, and easily accessible files that outline all curriculum elements, including instructional practices, guides, resources and lesson plans.
* Ensures staff keep accurate records of work with participants in all required databases including developing quality assurance practices and monitoring for compliance ongoing.
* Monitors program compliance with contract requirements, including participant eligibility, scope of service, documentation and record keeping. Enters billable information into funder databases including ATR and SNAP E&T.
* Implements, communicates and manages individual and team priorities, performance goals and objectives to ensure successful completion of established outcomes.
* Identifies and recommends curriculum and process improvements that improve program quality and effectiveness.
* Participates in budget preparation and monitoring of program expenses and direct/approve operational purchases.
* As a member of WFD and SFH’s leadership team, actively collaborates within the larger management and leadership teams to provide integrated services that align with agency priorities and values.
* Performs other duties as assigned.
* Adheres to agency code of conduct.
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| **Required Skills/Abilities:** | * Must know and be understanding of the barriers that individuals who are homeless typically face when transitioning to employment and workplace environments
* Familiarity with curriculum development and employment readiness practices for Adult Learners.
* Commitment to delivering classroom instruction in a way that is inclusive of different racial and ethnic backgrounds, gender expressions and other personal life experiences.
* Familiarity with data collection and program evaluation.
* Proficiency in English.
* Excellent verbal and written communication skills.
* Basic understanding of and commitment to taking a person-centered, recovery-oriented, and trauma-informed approach.
* Proven ability to engage and support vulnerable individuals as well as motivate and guide them towards planning for and fulfilling short and long-term goals.
* Ability to function well in a fast-paced environment with compassion and professionalism.
* Proficiency with Microsoft Office Suite.
* Supervisory and/or leadership skills.
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| **Education and Experience:** | * Bachelor’s degree in Education, Human Services or related field required. Master’s degree preferred.
* 2-3 years of experience in human services or related field required.
* Supervisory experience with demonstrated skills in staff coaching, team building, and training required.
* Experience providing work readiness, group instructional services and/or adult education required.
* Experience working with vulnerable populations required.
* Lived experience of homelessness and/or recovery a plus.
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| **Physical Requirements:****Work hours, Equipment used** | * Prolonged periods of sitting at a desk and working on a computer.
* Prolong standing and moving throughout multi-level building.
* Workweek: Monday – Friday between the hours of 8:00 am to 4:00 pm
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| **Essential Personnel:****(Employee who is designated to work during a business closure or limited closure in order to meet operational requirements.)** | * No
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| **Accommodation and EEO:** | SFH is an Equal Employment Opportunity Employer is committed to a diverse and inclusive workforce where all staff can reach their fullest potential. We welcome – everyone who have lived experience of homelessness and/or recovery, and those who have faced historic barriers to competitive employment, in particular Black, Indigenous, and People of Color (BIPOC), and those who are multi-lingual or multi-cultural and members of the LGBTQ+ community. Reasonable accommodations may be made to enable individuals with disabilities to perform these duties. |

This job description is subject to change and does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time.

***Completed by Human Resources only:***

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| FLSA Status: [x] Exempt [ ] Non-exempt[x] Full-Time [ ] Part-Time; \_\_\_\_\_\_\_\_\_ Hours per week ***Salary Range: Low*** $64,300 ***Medium*** Click here to enter text.  ***High*** $70,730***Job Tier: \_*** 8­**\_\_** |