



**Associate Director of Adult Workforce Development
Job Description**

Job Title: Associate Director of Adult Workforce Development
Job Category: Social Services
Primary Location: Los Angeles 90011
Department: Workforce Development Department (WDD)
Reports To: Director of Workforce Development
Direct Reports: Yes
Seniority Level: Mid-Career
FLSA Status: Exempt
Job Type: Full Time
Travel: Yes

SUMMARY

Under the direction of the Director of Workforce Development, the Associate Director of Adult Workforce Development will lead an innovative team of service providers and workforce development professionals that will work collectively to operate innovative workforce development and economic development programming for youth and adults in the South Los Angeles area that face the greatest barriers to finding employment. The Associate Director will be responsible for overseeing the daily operations of all workforce development and education programs for adults, ensuring client focused service implementation, data entry, and grant performance. To make this happen, the Associate Director will operate from a high level of accountability while providing support to the Skills Team Manager, Business and Employment Service Manager, and Job Developer Specialist (LATTC Placement).

The following adult programs currently operate under Workforce Development:

Adult Programs
- Financial Opportunity Center (FOC)
- WIOA Adult and Dislocated
- COVID-19 NDWG Grant
- Prison 2 Employment (P2E)
- Project Invest
- HT/DV
- LA:RISE
- LARCA 2.0
- AB1111 (Breaking Barriers)
- TET
- CalCRG
- LA Cares Act (LA Community Care Corps)
- Clean LA Streets Program
- Other programs when assigned



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This position will be responsible for utilizing various internal and external systems to monitor and track grant performance, personnel performance, and grant expenditures. The Learning and Evaluation (L&E) and Fiscal Team will work with the Associate Director of Adult Workforce Development to make sure all personnel and programs are operating at their full potential. Policies and procedures will be implemented to establish quality assurance and control that will promote a high performing environment for all staff. The Associate Director will also be responsible for assisting in the development and maintaining of key relationships and partnerships with reputable community-based organizations, public system partners, City of LA departments, key stakeholders, and funders. The following responsibilities have been established to ensure the success of the workforce development department:

ESSENTIAL DUTIES & RESPONSIBILITIES

Partnership Development and Sustainability

1. Work closely with the program managers to make sure all services are client-focused and are in alignment with CRCD's vision and mission and follow the organization 5-year strategic plan.
2. Provide supervision, coaching, and guidance for the program managers.
3. Ensure all department policies and procedures are adhered to by the community, personnel, and youth participants.
4. Attend all city and state mandated WIOA and workforce development meetings (WDB committee meetings, WIB committee meetings, EWDD WSC meetings, private and public funder required meetings).
5. Maintain relationships with local employers, including LA/OC construction and building trades and business advisory committees.
6. Monitor relationships with community-based organizations and government agencies to promote collaboration, solve problems, and identify resource mapping that increases service access for adult.

Program Development

1. Work closely with the program managers to make sure all services are in alignment with CRCD's vision and mission and following the organization 5-year strategic plan.
2. Conduct monthly and quarterly data inquiries to assess, evaluate and improve program and staff performance.
3. Monitor the full integration of all 14 program elements within the WIOA services.
4. Conduct semi-annual subcontractor monitoring and corrective action plans.
5. Work with the Learning & Evaluation team to schedule and host quarterly and annual client focus groups that lead to potential program enhancements.



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Project Management

1. Monitor internal and external systems to improve program operations, coordination, and collaboration among CRCD, subcontractors, and other systems partners.
2. Ensure the Vernon-Central/LATTC WorkSource Center meets the SOFA 4-Star requirements on an annual basis.
3. Work with the Director of Workforce Development, CPO and CFO to monitor and manage grant expenditures, leveraged resources, and in-kind contributions.

Strategic Planning

1. Provide Adult Workforce program updates, successes, challenges, and progress towards CRCD's 5-Year Strategic Plan.
2. Assist with organizing and facilitating annual work plan development, annual department planning retreats, and working with managers with individual staff work plans.
3. Participate in Service Planning Area 6 (SPA-6) service delivery priorities.
4. Uphold CRCD's Mission Statement and 5 Year Strategic Plan

Fund Development

1. Assist with grant related application request with federal and private funders.
2. Support grant managers, executive team, and grant writing consultants with grant applications and fundraising. Activities include attending bidders' conferences, reviewing RFP's, FOA's, NOFAs, and participating in the Greenlight Process.

Adult Workforce Development Operations

1. Develop, implement, and monitor organization and department policies and procedures that meet the needs of program operations and the clients we serve.
2. Work with program managers to ensure compliance practices are being administered throughout all programs and the organization.
3. Provide oversight of day-to-day operations in partnership with program managers.

Customer Service

1. Provide support to the program managers and service staff to implement an authentic client engagement platform and feedback for program enhancement.
2. Prioritize the implementation of CRCD's Integrated Service Delivery Model to increase service and program access for all clients.

Leadership

1. Provide supervision, coaching, and guidance to all program managers.



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2. Coordinate annual personnel performance evaluations and progressive disciplinary procedures.

MINIMUM QUALIFICATIONS

1. 5-years of adult programming management experience
2. Education Requirement: BA Degree, MSW preferred.
3. 3 years of professional WIOA and combined with other workforce development experience can be used as a substitute for education.
4. Experience managing and supporting programs that serve vulnerable populations (Reentry, Former or Current Foster Youth, Homeless, Veterans, and Unemployed).
5. Experience with the City of Los Angeles CalJOBS management system / oversight.
6. Additional system experience with Efforts to Outcomes (ETO) and DOL MIS is a plus.
7. Reliable, flexible team player who works well with minimal supervision, has a strong work ethic, and an ability to set and maintain personal boundaries.
8. Demonstrated ability to manage multiple workforce development projects simultaneously.
9. Must provide proof and references of past work experience to validate the demonstrated ability.
10. Experience working in communities with higher-than-normal gang activity, substance use, and homeless youth and adults.
11. Experience participating in or writing funder performance reports.
12. Reliable transportation: Valid driver's license and car insurance as required by law and CRCDC company policy.
13. Knowledge and proficient in Microsoft Office (Excel, Word, Power Point)
14. Experience with facilitating small and large groups meetings and partnership collaboratives.
15. A minimum of 5-years supervision and management experience (Preferably in non-profit workforce development and human services).
16. Experience with participating and adhering to annual fiscal and performance audits.

WORK ENVIRONMENT

1. On occasion walk or drive to different local sites throughout the day.
2. Regularly required to sit, stand, bend, and occasionally lift or carry up to 35 lbs.
3. Combination of field and office environment.
4. May necessitate working in busy and loud environments.
5. May be exposed to elements like cold, heat, dust, noise, and odor.



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6. May participate in training and staff development that requires local and out of state travel.
7. Work regularly in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
8. Must be available on call for emergency crisis situations with the ability to respond after work hours as needed for emergencies
9. This is not a work-from-home position

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

1. Encompass a “do whatever it takes approach” to serving our community
2. Always maintain a safe work environment and confidentiality.
3. Be proactive, creative, and flexible in determining, evaluating, researching, and resolving issues.
4. Organize and prioritize multiple activities to meet all external and internal deadlines.
5. Maintain professional demeanor that reflects positively on the agency.
6. Demonstrate respect and courtesy toward others.
7. Able to thrive in a work environment emphasizing teamwork and collaboration.
8. Respond in a timely manner in all aspects of communication.
9. Regular and prompt attendance in the office is required
10. Work with limited to minimum supervision.
11. *Perform other duties as assigned by your supervisor and or executive team.*

BENEFITS

- Dental, Vision, Medical Benefits: CRCD is in the top 10% for excellent employee benefits for non-profit organizations. CRCD offers 80% employee paid and 60% dependent paid medical
- 401K eligibility to participate from day one and up to 6% matching after one year
- Flexible Spending Account (FSA)
- Short-Term & Long-Term Disability, Accident, and Hospital Indemnity
- Whole Life Insurance, College Funding Plans/529 Savings Plan from Principal
- Pet insurance, Legal/ID Theft
- Generous work/life balance

All candidates are subject to a criminal history check and meet CRCD's criteria regarding criminal history and must pass background check conducted by LA County. CRCD is an Equal Opportunity Employer is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the EEO/ADA Coordinator. EEO /ADA Coordinator contact: Stacey Cabling (213) 743-6193.



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ACKNOWLEDGEMENT

Employee Incumbent Name

Employee Signature

Date

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