



CHANGING LIVES &
Building Neighborhoods Responsibly

RE-ENTRY PROGRAM MANAGER

Under the direction of the Associate Director of adult Workforce Development, the Re-entry Program Manager will oversee highly complex case management work for current and formerly incarcerated men and women. Work involves reviewing and tracking case management activities and assisting in developing program goals, objectives, and procedures. Works under limited supervision with considerable latitude for the use of initiative and independent judgment. This position will be responsible for directing career coaches in providing and securing employment opportunities that lead to family sustaining wages and industry recognized credentials for the reentry population. In this role, you will serve as a key thought and implementation leader in developing, implementing, and coordinating workforce and supportive services for successfully enrolled participants. The manager will also support the implementation and monitoring of CRCD's Client Centered Approach, Integrated Service Delivery Model (ISDM), and 5-Year Strategic Plan.

The manager will work with other department managers, youth advocates and career coaches by providing support and training in developing Individual Employment Plans (IEP) and Individual Service Strategies (ISS) with clients to support their career path, education path, and participant information entered and maintained in CalJobs, ETO, and other internal/external databases for enrolled clients. The manager will also coordinate with other department managers to develop systems that will generate the highest level of customer service for enrolled participants. Customer service and engagement oversight is a required function of this position. The manager will monitor systems that produces results for unemployed or underemployed adults in the South Los Angeles area.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Oversee complex pre-release case management for the reentry and integration of ex-offenders discharging from a correctional facility; assists in the development of program policies and procedures; assists with program monitoring and evaluation; and assists with coordinating activities to produce an effective reentry transitional process.
- Reviews program referrals to the program and tracks progress through the case management services; oversees offender assessments to identify workforce and reentry barriers; monitors criteria for identification of reentry needs; and develops case plan protocols to address removal of reentry deficiencies.
- Coordinates with appropriate agencies in obtaining necessary ex-offender identification documents; assists in ex-offender eligibility and application for various reentry benefits and services; and works with and provides liaison with program staff, government agencies, offender families, faith-based support groups, and other organizations.
- Oversee the development and management of records on participating participants; documents case records and reviews reports; and compiles and analyzes data and prepares summary reports.
- Develop and maintain internal department review processes that meets all state and federal guidelines and guarantees that processes are being implemented throughout all reentry programs.

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ESSENTIAL DUTIES & RESPONSIBILITIES - CONTINUED

- Provide oversight for training of participants enrolled into WIOA programs and other special projects.
- Assist management to secure agency compliance regarding BSCC, WIOA guidelines, and rules & regulations.
- Oversee and manage the data entry and quality of reentry Workforce Development Department participants into the CalJOBS and Salesforce data management system.
- Monitors and data dashboards that support program and personnel successes and development.
- Work with the Director of WDD to provide department level program updates, successes, challenges, and progress towards CRCD's 5-Year Strategic Plan.
- Uphold CRCD's Mission Statement and 5 Year Strategic Plan.
- Performs a variety of marginal duties not listed, to be determined and assigned as needed by your supervisor, Director, and Executive Leadership.
- Conduct mid-year and annual evaluations for program team members

MINIMUM QUALIFICATIONS

- Graduation from an accredited senior high school or equivalent or GED.
- Education Requirement: AA Degree, BSW preferred.
- Reentry programs, transitional employment planning, parole, or probation experience preferred.
- 3-4 years of professional WIOA and combined with other workforce development experience can be used as a substitute for education.
- Experience managing and supporting programs that serve vulnerable populations (Reentry, Former or Current Foster Youth, Homeless, Veterans, and Unemployed).
- Experience with the City of Los Angeles and County of Los Angeles CalJOBS management/oversight.
- Reliable, flexible team player who works well with minimal supervision, has a strong work ethic, and an ability to set and maintain personal boundaries.
- Demonstrated ability to manage multiple workforce development projects simultaneously.
- Must provide proof and references of past work experience to validate the demonstrated ability.
- Experience working in communities with higher-than-normal gang activity, substance use, and homeless youth and adults.
- WIOA funding preferred.
- A minimum of 3-years supervision and management experience (Preferably in non-profit workforce development and human services).
- Experience with participating and adhering to annual fiscal and performance audits.
- Knowledge and proficient in Microsoft Office (Excel, Word, Power Point, etc.)
- Experience with facilitating small and large groups meetings and partnership collaboratives.
- Reliable transportation: Valid driver's license and car insurance as required by law and CRCD company policy.

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