

## SKILLS TEAM MANAGER

Under the leadership and direction of the Associate Director of Adult Workforce, the Skills Team Manager will supervise and direct a team of Career Coaches, volunteers, and interns to help individuals in establishing career paths and securing employment opportunities that lead to family sustaining wages. The Skills Team Manager will be responsible for the coordination of services offered to enrolled participants and will help in managing relationships with service providers to improve soft skills, hard skills, employability, and the quality of life for participants. The Skills Team Manager will ensure that Career Coaches conducts needs assessments, create Individual Employment Plans (IEP), enter and maintain services and data in the CalJOBS, Efforts to Outcomes (ETO) and other internal databases. Collaborating with the Learning and Evaluation team and the Welcome and Intake Team will be key in delivering a client focused/centered approach to workforce development. The Skills Team Manager will design and implement programming that leads to short-term credentialed training, work readiness completion, hard skills building, competency attainment, and employment placement for participants 18 and older. The Skills Team Manager will support the implementation of CRCD's Integrated Service Delivery Model (ISDM).

The Skills Team 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 maintain in CalJobs, ETO and other internal/external databases for enrolled clients. The Skills Team 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 Skills Team Manager will monitor systems that produces results for unemployed or underemployed adults in the South LA area.

**The following programs are currently operated with the program departments:**

### **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)

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**The following programs are currently operated with the program departments: - CONTINUED**

- TET
- CalCRG
- LA Cares Act (LA Community Care Corps)
- Clean LA Streets Program
- Other programs when assigned

This position will be responsible for utilizing internal/external systems to monitor and track grant performance, file quality assurance, and participant exits and transitions. Learning and Evaluation (L&E) will work with the manager to make sure all personnel and programs are implementing intake and eligibility processes and tools accurately. The Skills Team Manager will be responsible for sustaining the successful implementation of the Integrated Service Delivery Model (ISDM) within the department and will collaborate with the Learning and Evaluation team to assess for best practices and areas for improvement.

**The following responsibilities have been established to ensure the success of the Workforce Development Department:**

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Participant Recruitment and Onboarding
- Development and maintain department and program presentations for information sessions, community outreach activities, and inter-department outreach.
- Develop and organize enrollment packets with current and updated forms mandated by federal and local government and funders.
- Oversee and monitor agency internal referrals (incoming/outgoing).

### **Enrollment Processes**

- Develop and maintain internal department review processes that meets all state and federal guidelines and guarantees that processes are being implemented throughout all programs.
- Review and assess intake assessment documents to promote service delivery enhancements.
- Maintain and audit case files, completion of enrollment forms.

### **Training Coordination**

- Provide oversight for training of participants enrolled into WIOA programs and other special projects.
- Assist management to secure agency compliance regarding WIOA guidelines, and rules & regulations.
- Maintain WDD file management protocols, policies, and procedures.
- Identify and track training leverage reports for enrolled participants.

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### **Training Coordination- CONTINUED**

- E-Coordinate the development of work readiness and personal development workshops and curriculum.
- Establish training vendor partnerships that lead to training placements.
- Serve as the lead liaison for work experience partnerships and worksite placements.
- Complete and maintain worksite agreements.

### **Performance Management**

- Oversee and manage the data entry and quality of Workforce Development Department participants into the Efforts to Outcomes (ETO) data management system.
- Train all WDD staff on WIOA policies and procedures, performance measures, and program elements.
- Work with the Welcome and Intake Team Manager to develop and manage workshop attendance and completion evidence for reporting and auditing purposes.
- Track supportive service distribution and service code activity.
- Monitor and data dashboards that support program and personnel successes and development.
- Produce monthly reports to track progress towards WIOA Annual Performance Plans (4-Star System).
- Responsible leading the agency towards meeting the following goals within the Annual Performance Evaluation (STAR System):
  - Adult Performance Outcomes
  - Adult Customer Flow
  - Administrative Capabilities
  - Adult Customer Satisfaction

### **Strategic Planning**

- Work with the Director of WDD to provide department level program updates, successes, challenges, and progress towards CRCD's 5-Year Strategic Plan.
- Organize and facilitate annual work plan development, annual department planning retreats, and individual staff work plans.
- Uphold CRCD's Mission Statement and 5 Year Strategic Plan

### **Customer Service**

- Provide support to the associate directors and program managers to implement an authentic client engagement platform and feedback for program enhancement.
- Prioritize the implementation of CRCD's Integrated Service Delivery Model to increase service and program access for all clients.
- Maintain customer service training curriculum and vendor information.
- Manage and implement customer satisfaction surveys.



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### **Case Management Services**

- Develop and maintain working relationships with community-based organizations, schools, places of worship, and local government agencies to connect clients to their services offered externally from CRCD.
- Manage WIOA client referrals and provide guidance for the career exploration, aptitude, skill, and educational assessments.
- Ensure career coaches develop and maintain Individual Employment Plans for enrolled participants.
- Work with other department managers to maintain quality data entry into CalJOBS, ARS, and Efforts to Outcomes (ETO).
- Review and approve all career coaches supportive service requests.

### **Leadership**

- Responsible for effectively leading and managing Career Coaches, volunteers, and interns assigned to the Skills Team.
- Attend all city and state mandated WIOA and workforce development meetings (WDB committee meetings, WIB committee meetings, EWDD YSC meetings, EWDD WSC meetings, private and public funder required meetings).
- Conduct quarterly and annual evaluations for career coaches.
- Perform monthly and annual file audits and monitoring in collaboration with the Welcome & Intake Team and Learning & Evaluation.

### **MINIMUM QUALIFICATIONS**

- 5-years of WIOA Adult and Youth programming management experience
- Education Requirement: AA Degree, BSW 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.
- Additional system experience with Efforts to Outcomes (ETO), County ARS, and DOL MIS is a plus.
- 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.

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### MINIMUM QUALIFICATIONS- CONTINUED

- WIOA funding preferred.
- Reliable transportation: Valid driver's license and car insurance as required by law and CRCD company policy.
- Knowledge and proficient in Microsoft Office (Excel, Word, Power Point)
- Experience with facilitating small and large groups meetings and partnership collaboratives.
- 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.