

VACANCY ANNOUNCEMENT

JWA ASSISTANT PROGRAM MANAGER

Status: Full-time, exempt

Reports To: JWA Program Manager

Location: Glen Burnie Court House

Internal Posting Date: January 06, 2020 **Posting Close Date:** January 13, 2020

General Summary/Purpose

The JWA Assistant Manager will serve as the primary leadership person in one of the JWA locations and be mainly responsible for skill-appropriate curriculum development and the management of day to day operations and issues that arise. He/she will track, monitor and report customer activity, attendance, and compliance and ensure staff is working in the best interest of the customer while delivering services as outlines in this scope. Assistant Program Manager will help to develop innovative workforce strategies with external partners across the county. This position will be responsible for effectively managing assigned staff and utilizing available financial and other resources in accordance with AAWDC policies, procedures, and goals. The incumbent will assist Program Manager to ensure that all contractual requirements, including but not limited to client eligibility, performance goals, budget, and reporting are met.

Specific Duties & Responsibilities

- Oversee the daily operation of the assigned JWA location;
- Work with case managers and employment specialists to identify appropriate candidates for employment opportunities;
- Facilitate monthly assigned locations meetings that address specific issues concerning program implementation and operation unique to their location, weekly outcomes,
- Conduct case reviews;
- Maintain relationships with broad base of partners to ensure services provided to TANF and SNAP recipients are aligned and provided efficiently through robust referral system;
- Maintain accurate and accessible records to facilitate reporting of performance data and outcomes, as required; provide documentation and data in a timely fashion, as requested; track and monitor all entries in WORKS system based on information provided in the weekly compliance reports and will enter data when needed.
- Perform supervisory functions to include interviewing, performance monitoring, and coaching;
- Support program staff in overcoming barriers to meeting goals and objectives by maintaining open and accessible communications and providing opportunities for performance improvement and professional development.
- Perform other duties as assigned.

Minimum Qualifications (Mandatory)

- B.A. degree in human resources, human services, education, social services, public administration or related field is required.
- Three or more years in human services, to include a minimum of 1 year supervisory and program development experience.
- A minimum of 1 year experience working with persons/ job seekers, special populations, is preferred.
- AAWDC Equivalency Formula: 30 undergraduate degree credits (semester hours) or 18 graduate degree credits may substitute for one year of experience. Additional related experience may substitute for required education on the same basis. For jobs where equivalency is permitted, up to two years of non-related college course work may be applied towards the total minimum education/experience required for the respective job.

Preferred Qualifications

- Knowledge of career counseling theories and techniques, including the impact of cultural values and unique needs of a targeted populations, must be demonstrable.
- Knowledge of and experience in compliance with organizational policies, established procedures, regulatory requirements, and federal and state laws.
- Knowledge of Anne Arundel County human service organizations, demographics, and communities is highly recommended.
- Experience in preparing and conducting client workshops, job development and community events.

Special Knowledge, Skills, And Abilities

- Highly analytical, perceptive, curious and with sound judgment.
- Proactive attitude and problem-solving ability.
- Excellent written and verbal communication and customer service skills.
- Commitment to outstanding service delivery, teamwork and client outcomes must be verifiable through references.
- Ability to work individually and within a highly collaborative team environment.
- The position requires intermediate skills in Microsoft Office Suite, to include Excel and Outlook.

Internal Applications

If you meet the qualifications above, please submit your cover letter and resume, to jobs@aawdc.org. *Internal applications will be accepted through August 2, 2019.*

Anne Arundel Workforce Development Corporation is an equal opportunity employer, with a strong commitment to a diverse workforce. We encourage all qualified applicants to apply regardless of gender, age, color, national origin, disability, or any other protected characteristic.