

VACANCY ANNOUNCEMENT

YOUTH SERVICES MANAGER

Status: Full-time, exempt

Reports To: VP, Job Seeker and Community Services

Location: Career Center

Internal Posting Date: September 26, 2019 **Internal Closing Date:** October 10, 2019

General Summary/Purpose

The Youth Services Manager is responsible for setting up and implementation of the youth services programs aimed at assisting in-school and out-of-school youth in getting on their career pathways. The incumbent is also expected to accomplish program goals and performance measures required under each funding source. 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 is specifically responsible for the leadership, direction and oversight of the activities focused on assisting in-school youth at Meade, North County and Annapolis High schools as well as programming for out-of-school youth to include overseeing vendor contract and workforce services delivered in house. The incumbent will also be responsible for overseeing implementation of the Summer YouthWorks program. The incumbent will ensure that all contractual requirements, including but not limited to client eligibility, performance goals, budget, and reporting are met.

Specific Duties & Responsibilities

- Monitor daily operations of in-school program at Meade, North County and Annapolis High schools, as well as services for out-of-school youth to ensure quality client services in compliance with eligibility and performance requirements, budget guidelines, and stated outcomes.
- Assist in developing programming for out-of-school youth that is focused on addressing business and industry workforce needs in the county to include setting up and implementing Industry Academies.
- Establish and maintain relationships with broad base of community partners to ensure supportive services provided to youth 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.
- Assist in the development of assigned program(s) annual budget(s) in accordance with AAWDC requirements.
- 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.
- Act as AAWDC liaison to state and local social service agencies, state affinity groups, community organizations, and business partners with shared interest in employment and retention of the eligible youth population.
- Assist in coordination and/or participation in special events in collaboration with AAWDC internal and external partners as needed.
- 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.
- Five or more years in human services, to include a minimum of 3 years 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 workshops, job development and events for youth.
- Community advocacy and a commitment to delivery of exceptionally culturally sensitive programs must be demonstrable.

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 October 10, 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.