

Position Title: Workforce and Education Manager

Hours: 40

Reports To: Director of Workforce and Education

Benefits: Full

Agency & Program Background

Project Hope's approach is family-led and child-centered to support authentic co-created strategies to achieve family and child well-being. We do this by helping families meet personal goals and transforming the systems that hinder pathways to self-sufficiency; developing and providing family support solutions for homelessness and poverty; advocating for just public policies that strengthen families.

Located in Boston's Nubian Square (formerly Dudley Square), Project Hope is at the forefront of efforts in the city to move families beyond homelessness and poverty. It was founded in 1981 by the Little Sisters of the Assumption, who first settled in the Dudley area in 1947 to live and work with the neighborhood families. In the 1980s, when family homelessness became a crisis in Boston and the state, the Sisters opened their doors and welcomed families to stay with them, and Project Hope was launched. Once best known as a family shelter, Project Hope today offers an array of services to assist families in gaining the resources and skills to overcome persistent barriers.

In 2006, Project Hope opened a new Community Building on Dudley Street – the first LEED Silver-certified, earth-friendly building in Roxbury – to serve as its headquarters and a neighborhood center for job training, adult education, and housing counseling, community empowerment, and more. The original site remains home to the Family Shelter just a few blocks away.

Position Summary

The Manager of Workforce Development and Education will manage and implement the workforce development training and education programs. The Manager will work to guide and strengthen our programs in response to the community's needs, participants, employment trends, workforce development best practices, and organizational goals.

Responsibilities:

- Provide oversight and attention to overall workforce development program goals and outcomes

- Supervise and support team of instructors to ensure the quality of services is maintained, including class observation, assessments, and professional development
- Assist in the development of an annual services timeline for our programs to guide recruitment efforts, reach enrollment goals, and determine capacity for all programs
- Design curriculum and lesson plans that can be taught remotely and in-person
- Build knowledge content of relevant job industries and employer partners to prepare instructors and participants
- Drive alignment in the implementation of all ESOL, Adult Basic Education, and Workforce programs to streamline and integrate curriculum
- Ensure a strength-based and culturally responsive approach is consistent within the curriculum, lesson plans, presentations, guest speakers, and other key stakeholders
- Maintain program structures and systems and adjust as needed in response to internal and external changes
- Work closely with Employment Specialists and Family Partners to monitor participant interviews, employment status, referrals, and employer recommendations.
- Address and monitor participant feedback, progress, and goals
- Collaborate with employers, ensuring that curriculum meets their hiring needs and make adjustments as hiring trends change, tailoring the lessons to particular positions available
- Identify volunteers, guest speakers, community organizations, field trips, and resources to enhance learning and connections
- Collaborate with Family Partner Coordinator and develop strategies for program success and follow-up strategies and support
- Collect data for program component reports as required for grants and service agreements that are related to job placement, retention, and support services
- Manage all workshop sessions, some of which are volunteer led
- Responsible for ensuring a project-based learning culture, which can be adjusted based on each cohort's unique needs
- Ensure the compliance of our grant objectives is met, which may include data analysis and collection.

Qualifications:

- Commitment to Project Hope's mission and values
- Minimum 5 years of experience in the Workforce Development field and managing a team
- Experience with curriculum development, utilizing learning tools, such as a rubric, or other assessments
- Understanding, strength-based, linguistic, and culturally responsive approach
- Significant content knowledge of and experience in workforce development with a focus on low-income community members and/or homeless families
- Ability to build an effective and cohesive team that prioritizes the needs of participants
- Extensive knowledge and understanding of how employment trends and opportunities impact workforce training goals
- Excellent communication skills, including oral, written, and organizational skills
- Self-starter, resourceful, team player with the ability to manage multiple priorities

- Proficiency in MS Office and Internet applications and ability to develop proficiency in the Efforts to Outcomes and/or Salesforce database required
- Ability to work well with internal and external service providers to promote coordinated client service delivery
- Strong personal interest in issues of employment, homelessness prevention, education, economic mobility, and equity in Boston

Education Requirements:

- Academic Degree: BA / BS in Human Services or related field; Master's preferred

Contact:

Please submit a cover letter and resume to Peggy Comfrey: pcomfrey@prohope.org.

Project Hope values diversity in its workforce, and candidates from various backgrounds are encouraged to apply.