

Lighthouse PATH Job Description

Job Title: Workforce Development Manager

**Subsidiary/
Location:** Center for Working Families, Pontiac, MI

FLSA Status: Full Time – Salary Exempt

Reports to: Sharman Davenport-Executive Director of Lighthouse PATH

Program Summary: Lighthouse of Oakland County believes in people and their capacity to improve their lives. It empowers people to develop their potential and strengthen their communities. To that end, the Lighthouse Center for Working Families (CWF) was created to advance the financial stability and asset accumulation of families in Oakland County, particularly in the greater Pontiac area. The CWF does this by connecting participants to employment and training opportunities for as long as necessary, delivering one-on-one financial coaching and classroom-based financial literacy education, and by providing access to income supports such as tax credits, health insurance programs and food assistance. CWF participants are encouraged to access all three services as a bundled package, which research shows, can have a greater and more enduring impact on a family's financial well-being.

The mission of Center for Working Families workforce development is to prepare primarily low income, unemployed and underemployed adults in Oakland County to succeed in jobs. Our goal is to help clients establish a career path that will enable them to support themselves and their families.

Job Description: The manager will organize, direct, and supervise the Center's workforce development services including; interviewing, assessing, training, placing individuals in jobs, and developing and locating job opportunities. Primary objective will be to develop and formulate a program designed to reduce the number of unemployed clients by placing them in meaningful employment.

Essential Responsibilities:

- Understand structure of the workforce development system in Michigan and in particular Oakland County. Determine Lighthouse's workforce development role in this system and explain mission, goals, provisions and regulations to the community and other stakeholder.

- Research labor market trends and employer needs in Oakland County. Formalizes partnerships with employer and training/educational institutions that focus on high-demand employment sectors in Oakland County. These high demand sectors include: Health Care, Information Technology and Hospitality.
- Develop plan for formalizing collaboration with key cross-referral resources, including Michigan Works and the Oakland County Department of Human Services.
- Apply knowledge of career development processes to develop and implement procedures and training that prepares clients for job interviews and placement; as well as gauges employers' satisfaction with new hires. Ensures that processes allow for a minimum of three in-depth staff contacts with every client on annual basis (e.g., interview and assessment, review written career plan, conduct follow-up and coaching).
- Monitors goal attainment and staff performance through review of progress reports and meetings with staff, private employers and public officials. Provide direction and technical information to staff related to case management, job coaching, job development and placement.
- Maintain a caseload of clients and determine a method for allocating new clients to staff.
- Secure agreements with local agencies to whom Lighthouse can refer difficult-to-serve populations (e.g., returning citizens) for housing, mental health services, etc.
- Provide budget data for program activities to Center for Working Families Manager; tracking operating costs; propose new budget expenditures for personnel, equipment and contracted services.

Qualifications:

1. Bachelor's degree program at an accredited college or university.
2. Four years of administrative and supervisory experience in program development, analysis, promotion and coordination preferably related to counseling and job placement.
3. Must have the ability to interact with associates, staff members, community members, residents and officials.
4. Excellent written and oral skills necessary.

Only candidates who meet above qualifications should apply by sending their resume and cover letter explaining why they are qualified for and interested in this position to Michelle Redmond at mredmond@lighthouseoakland.org by September 9, 2009