



## JOB DESCRIPTION

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Building Opportunities for Self Sufficiency, nor does it in any way alter the employment-at-will relationship that exists between employees and Building Opportunities for Self Sufficiency. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

<b>JOB TITLE:</b>	Workforce Development Manager
<b>REPORTS TO:</b>	Director of Wellness Empowerment Resiliency Campus
<b>EMPLOYMENT STATUS:</b>	Exempt
<b>TIME COMMITMENT:</b>	Full-time
<b>BARGAINING UNIT:</b>	N/A
<b>STARTING SALARY:</b>	\$70,000 - \$80,000 per annum

### ORGANIZATION

The mission of BOSS is to help homeless, poor, and disabled people achieve health and self-sufficiency, and to fight against the root causes of poverty and homelessness. The organization was founded in 1971 by a group of volunteers from the Hillel Streetwork Project in Berkeley who responded to the needs of mentally ill individuals being released to the streets by state hospital closures. Today, BOSS develops solutions to mass homelessness, mass incarceration and community violence and is dedicated to the inclusion of people marginalized by addiction, trauma, criminality, incarceration, poverty, racism, sexism, homelessness and violence with an intentional focus on four areas of service with Housing Security, Criminal Justice Reentry, Neighborhood Safety, and Social Justice Programs and services. BOSS works one-on-one with each family and each individual to help them achieve stable income, permanent affordable housing, and lasting wellness.

### POSITION DESCRIPTION

The *Workforce Development Manager* is a key member of the BOSS Wellness, Empowerment & Resiliency Campus. This position works onsite and is responsible for developing and implementing workforce development programs and initiatives for individuals in the re-entry process. The *Workforce Development Manager* will collaborate with community partners, employers, and program participants to ensure effective training, job placement, and ongoing support to promote self-sufficiency and successful reintegration into the community.

#### *Essential Functions (Duties and Responsibilities):*

##### 1. Program Development and Management:

- Design, implement, and oversee workforce development programs and initiatives tailored to the needs of individuals in the re-entry process.
- Conduct thorough assessments to identify program participants' skills, interests, and career goals.

- Develop individualized employment plans for program participants, including skills training, job placement, and ongoing support.
- Collaborate with Oakland Adult Career Education to provide comprehensive services that create career pathways and address participants' barriers to employment.

## 2. Provide oversight and supervision of Job Training, Development and Placement:

- Coordinate and supervise job readiness training, vocational skills development, and job placement assistance to program participants.
- Coordinate and supervise identification and engagement of employers willing to hire individuals with criminal records, fostering partnerships to create employment opportunities.
- Coordinate and supervise job matching and facilitate connections between program participants and employers.
- Provide ongoing coaching, training, empowerment and delegation to direct reports and supervision to ensure program participants are supported during their employment, ensuring successful job retention and advancement.

## 3. Provide oversight and supervision of Case Management and Support:

- Coordinate and supervise the provision of individualized case management services to program participants, addressing barriers to employment and promoting personal growth.
- Coordinate and supervise regular check-ins and monitor progress toward employment and career goals.
- Coordinate and supervise connections of participants with supportive services, such as counseling, housing assistance, and substance abuse treatment, as needed.
- Coordinate and supervise collaboration with community agencies and organizations to access additional resources and support for program participants.

## 4. Data Management and Reporting:

- Maintain accurate and up-to-date participant records, including assessments, progress notes, and employment outcomes.
- Collect and analyze program data to evaluate effectiveness and identify areas for improvement.
- Prepare regular reports on program outcomes, including employment rates, wage gains, and participant satisfaction.
- Ensure compliance with data privacy and confidentiality policies and regulations.

## 5. Community Engagement and Partnerships:

- Foster relationships with community partners, employers, and organizations to expand opportunities for program participants.
- Participate in community events, workshops, and career fairs to promote the program and recruit potential participants and employers.
- Collaborate with local workforce development boards, re-entry service providers, and other stakeholders to align services and share best practices

## *Administration*

- Develops reports as required by funding sources and quarterly qualitative and quantitative reports.
- Supervise performance of assigned staff, including on-call personnel; ensure adequate performance (shadow shifts, training, support)

- Coordinates staff schedules and programmatic activity schedules
- Conduct staff meeting and trains staff, monthly supervision with staff
- Provide management of projects & events with staff, participants, volunteers, stakeholders
- Ensure the development of improved delivery of program activities
- Leads or assists in response to urgent community priorities, crises, safety issues
- Provide shift coverage as needed
- Leads community processes to develop, train, uphold program expectations
- Coordinates communication among community members, especially among staff; promotes utilization of communication tools
- Participate in Management Team meetings and other BOSS activities and provide reports to supervisor as directed
- Enforces agency and program standards
- Supports organizational development and integration
- Represent BOSS to community partners and stakeholders as needed.

*Compliance:*

- Monitor program activities to ensure quality and accuracy of work product and outcomes.

*Competencies:*

- Relationship Orientation: Establishes rapport easily with others; listens attentively to others' perspectives; uses good judgment when sharing information and maintaining confidentiality; appropriately expresses empathy.
- Presentation Skills: Adapts presentation techniques to fit audience level and technical needs; develops and delivers communications that have clarity and impact; conveys confidence, presence, and professionalism; uses appropriate visual aids to illustrate key points and enhance learning.
- Interpersonal Skills: Uses active listening and discussion skills to identify issues, ensure understanding, and facilitate problem solving; works cooperatively with diverse groups; deals with others in a pleasant and professional manner; accurately assesses verbal and non-verbal cues.
- Accountability: Makes and meets commitments; accepts responsibility for behavior and outcomes.
- Follow Through: Monitors status of projects and tasks; thoroughly deals with project details; delivers clear, accurate depiction of status.
- Cultural Sensitivity: Ability to work with a diverse population while withholding judgment. Willingly open to learn and understand different perspectives.

**EDUCATION AND EXPERIENCE**

- Bachelor's degree in a related field (e.g., social work, psychology, human resources) or equivalent experience. Master's degree preferred.
- Minimum of three years of experience in workforce development, re-entry services, or a related field.
- Knowledge of the criminal justice system, re-entry challenges, and trauma-informed approaches.
- Familiarity with vocational training programs, job placement strategies, and employer engagement.

- Strong interpersonal and communication skills, with the ability to engage and motivate program participants.
- Experience in case management, providing support and guidance to individuals facing barriers to employment.
- Ability to work collaboratively with a diverse team and establish effective partnerships with community stakeholders.
- Excellent organizational skills, with attention to detail and the ability to manage multiple tasks and priorities.
- Proficiency in data management and reporting, with knowledge of relevant software applications.
- Understanding of confidentiality and ethical guidelines related to working with program participants.
- Valid driver's license and access to reliable transportation.

### **Preferred Skills and Work Experience**

- Understanding of, and commitment to, the use of harm reduction strategies in the provision of services:
- Understanding of, and commitment to, the use of evidence based practices, including housing-first, trauma-informed care and critical time intervention
- Commitment to active client involvement in program development and the design and delivery of supportive services
- Creative, dynamic, flexible and resourceful personality with the ability to infuse staff and participants/residents with enthusiasm
- Knowledge of community and social service resources in Alameda County
- Excellent interpersonal and communication skills, both written and verbal
- Sensitivity to the needs & issues of homeless persons, persons living with trauma, persons with disabilities, (mental illness, alcohol and other drug problems, etc.)
- Tolerance of stressful situations and the ability to deal with stress constructively

### **LANGUAGE SKILLS:**

Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other mental health related documents. Ability to write clear, concise and accurate correspondence. Effective oral and written communication skills.

### **MATHEMATICAL SKILLS:**

College level mathematical skills required.

### **REASONING ABILITY:**

Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form. Demonstrated skill with problem solving techniques.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by staff member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

**MENTAL DEMANDS:**

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.

**CONCLUSION:**

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I invite you to be part of a vibrant and talented team that is committed to promoting health and self-sufficiency, fighting for equity, and celebrating diversity and inclusion!

BOSS is committed to the principle of equal opportunity in education and employment. BOSS does not discriminate on the basis of sex, race, color, creed, national origin, age, religion, sexual orientation, gender identity, gender expression, veteran status, or disability in admission to, access to, treatment in, or employment in its programs and activities.

*Black, Indigenous, People of Color, and individuals with lived experience are highly encouraged to apply!*

**Send resume and cover letter to:**

[hrjobs@self-sufficiency.org](mailto:hrjobs@self-sufficiency.org)