

Job Title: Director of Workforce Development

Reports to: CPO

Job type: Full Time

Job Description:

The 91 Place Workforce Development Program serves youth experiencing homelessness or at risk of homelessness who do not have the skills to acquire and maintain employment at a livable wage. We are looking for a Director of Workforce Development (DWD) who is passionate about serving this demographic and who can strategically identify opportunities for sustainable business ventures in our city, create realistic plans, and build a Workforce Development curriculum tailored to the needs of the residents we serve as well as the business(es) being built. This person will collaborate with the CPO to manage all aspects of launching and running business ventures and curriculum development, as well as manage all General Managers working within the Workforce Development Program. The DWD directs, develops, implements, and oversees systems related to preparing residents and participants for stable employment and ensures all operational areas align with the mission, vision, and values of 91 Place.

Objectives of this Role:

- Vision cast, strategize, build, and operate the Workforce Development Program of 91 Place according to our shared mission, vision, and values
- Ensure that all youth involved in all 91 Place programs have access to employment
- Create and maintain a relevant and effective Workforce Development curriculum. This includes both youth working in an in-house venture business and developing a network of alternative Workforce Development opportunities for youth involved in 91 Place programs.
- opportunities and/or the training necessary to maintain employment at a liveable wage
- Work alongside General Managers and Employment Coaches to ensure appropriate operational and programmatic implementation.
- Identify opportunities for sustainable business ventures in our community and work alongside the CPO to pursue meaningful developments.
- Cultivate a staff culture of learning, development, and servant leadership
- Oversee accurate fiscal management in each business
- Implement transparent and streamlined processes of evaluation, assessment, and improvement

Daily and Monthly Responsibilities:

- Recruit, interview, and hire a diverse and effective team

- Work with General Manager(s) to train Employment Coaches; ensure that the process of training new Baristas and Youth Shift Leads is in alignment with the Workforce Development Program objectives and the principles of Trauma Informed Care.
- Onboard new youth employees into the program by conducting a comprehensive interview to identify the specific employment barriers they face and create a service plan aimed at building skills necessary for their chosen profession
- Oversee operational and fiscal management; ensure General Managers and Employment Coaches are equipped to manage day-to-day operations in all business ventures.
- Empower and equip General Manager(s) to manage conflict, give and receive feedback, and correct unprofessional behavior on a daily basis; Oversee the implementation of corrective action, ensuring that Trauma Informed Care principles are applied.
- Expend program budget as assigned.
- Collaborate with CPO to pursue internal and external growth opportunities for the Workforce Development Program.
- Develop relationships with other service providers to create a network of high-quality resources and referrals for employment to support youth receiving services from 91 Place who are not employed in one of our enterprises.
- Plan and implement a functional Workforce Development training schedule for Youth Baristas, Youth Shift Leads, and other 91 Place youth clients.
- Offer one-on-one coaching when necessary.
- Participate bi-monthly in employee check-ins or as needed when corrective action is taken according to an infraction report submitted by an Employment Coach
- Provide additional support for any youth employees who are not also receiving services through the 91 Place Housing Program by:
 - Connecting the youth with therapy resources through NEC or other providers
 - Identify additional resources needed and network to meet immediate and long-term needs (health care, transportation, food, etc.)
 - Support the youth with educational planning
 - Work together with the youth to acquire essential documents (birth certificate, driver's license, social security card, etc.)
 - Identify alternative housing resources
- Conduct monthly management team meetings to train, encourage, debrief, and give feedback
- Other responsibilities as assigned by the CPO

Skills and Qualifications:

- High school diploma required, college degree in a relevant field preferred
- Work experience as a DWD or equivalent required; entrepreneurial experience preferred
- Experience working with at-risk or homeless populations, especially youth and young adults, preferred
- Math and reading comprehension skills

- Excellent communication skills with the ability to manage and motivate a team
- Proficient in Google Suites and Quickbooks or a willingness to learn is preferred.
- Bi-lingual candidates are encouraged to apply
- Flexible work schedule (including weekends and holidays as necessary)