

Director of Workforce Development

Reports to: Chief Operating Officer (COO)

Job Type: Full Time

Job Description

The Director of Workforce Development at 91 Place will oversee the Workforce Development Program, which serves youth experiencing or at risk of homelessness. This position is responsible for developing and implementing a comprehensive program that equips youth with the skills necessary to obtain and maintain employment. The Director also manages the profitable operation of Neidhammer Coffee Shop, a social enterprise that serves as a training ground for youth in our program. This role requires a strategic leader who can ensure program alignment with the mission, vision, and values of 91 Place, working closely with General Managers, Employment Coaches, and other staff to create a culture of growth, development, and servant leadership.

Objectives of this Role

- **Program Development:** Strategize, build, and operate the Workforce Development Program in line with 91 Place's mission, providing meaningful employment opportunities for youth and fostering personal and professional growth.
 - **Operational Oversight:** Manage Neidhammer Coffee Shop, ensuring financial sustainability and profitability while supporting youth training and skill development.
 - **Curriculum Implementation:** Develop and maintain an effective Workforce Development curriculum that supports in-house training at Neidhammer and alternative workforce opportunities.
 - **Staff Leadership:** Cultivate a staff culture focused on learning, development, and trauma-informed care, ensuring all participants receive supportive guidance toward employment readiness.
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Key Responsibilities

- **Program and Staff Management:**
 - Oversee the daily operations and financial performance of Neidhammer Coffee Shop, ensuring adherence to profit and loss (P&L) goals.
 - Work collaboratively with the General Manager(s) to set sales targets, analyze market competition, and adjust strategies for growth.
 - Supervise Employment Coaches and General Managers, supporting them in training baristas, shift leads, and youth employees in a trauma-informed environment.
 - Conduct regular management meetings to provide feedback, encourage team development, and foster a cohesive program structure.
 - **Youth Development and Support:**
 - Onboard youth employees by identifying employment barriers, creating individualized service plans, and supporting their personal and professional growth.
 - Conduct one-on-one coaching sessions with youth as needed, connecting them to additional resources, including therapy, educational planning, and essential documentation support.
 - Build relationships with other service providers to create a network of high-quality resources and referrals for youth not employed within 91 Place enterprises.
 - **Program Strategy and Evaluation:**
 - Develop and implement a comprehensive Workforce Development training schedule, including career readiness, customer service, financial literacy, and workplace professionalism.
 - Monitor program outcomes and evaluate effectiveness, adjusting programming based on participant feedback and results.
 - Collaborate with the COO to identify and pursue opportunities for growth within the program, including the potential for additional social enterprise ventures.
 - **Fiscal Management:**
 - Ensure responsible management of program and business budgets.
 - Work with finance and leadership teams to ensure all expenditures align with program objectives and financial targets.
 - Provide clear reporting on financial performance, grant compliance, and program outcomes.
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Skills and Qualifications

- **Required:**
 - High school diploma required; a college degree in a relevant field is preferred.

- Experience in business operations, financial management, and workforce training, especially within a social enterprise or service-based environment.
 - Strong leadership and team-building skills, with a demonstrated ability to work with at-risk or homeless youth populations.
 - Proficiency in Google Suites and QuickBooks or a willingness to learn these platforms.
 - **Preferred:**
 - Experience in nonprofit management or social enterprise.
 - Bi-lingual skills are an asset.
 - Familiarity with trauma-informed care principles.
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Working Conditions

- **Hours:** This role requires flexibility, including occasional evening, weekend, and holiday availability to support the needs of the Workforce Development Program and Neidhammer Coffee Shop operations.

This position is vital to supporting 91 Place's mission to empower youth toward self-sufficiency through meaningful employment and personal development.