

CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

Page 1 of 3

Title: Employment and Financial Empowerment (EFED) Manager	Grade: 8	
Reports To: Chief Operating Officer	FLSA Status: Exempt	
Supervises: EFE Staff	Date Written:	Date Revised:
	8/2010	2/26/2019

POSITION SUMMARY

The Employment and Financial Empowerment (EFE) Program Manager reports to the COO and develops the agency's employment, financial and housing development/education programs. S(he) administers the overall EFE programs for adults including: Adult Employment, Culinary Training, Title V employment for seniors and housing and financial counseling/education programs.

DUTIES AND RESPONSIBILITIES

- Develops and supervises the implementation of all facets of the EFE programs, in compliance with licensing (local/federal laws), funding, HUD accreditation and state standards, as well as the needs of the community.
 - Makes decisions on program development and planning with the assistance of each coordinator for each program, as well as COO.
 - Recommends changes in agency policies affecting program operations; prepares and presents such formal reports to COO, Board and/or other bodies as designated.
 - Evaluates the EFE programs for effectiveness in serving clients and carrying out its goals and objectives.
 - Recommends, administers and controls the department budget by working with Accounting to prepare and submit budgets to COO. Prepares fiscal reports for funding sources.
 - Recruits, interviews and recommends hiring of staff.
 - Supervises and evaluates multi-level staff.
 - Works with the EFE Coordinators/Supervisors to plan and implement EFE professional development.
 - Confers with EFE staff regarding employment, housing and financial education issues and challenges. Work with staff and consultants to find solutions.
 - Establishes and maintains good relations with the local, workforce development and housing/financial communities.
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- Defines objectives, indicators and outcomes to ensure program success
 - Works closely with staff to enhance training curriculum as needed to keep up with industry requirements
 - Develops relationships with job training program providers to explore partnership possibilities, document training completions and job placements
 - Works with development department to prepare and submit proposals and reports
 - Reviews program content/contracts/deliverables with staff to ensure compliance
 - Sets program and individual goals for staff
 - Plans events and coordinates publicity for Chef Training Program
 - Increases professional knowledge through courses, staff meetings, in-service training, workshops & conferences. Also accepts and uses supervision from COO as part of one's professional growth.
 - Assists in finding more resources for the existing programs. Recommends new programs/projects to meet the needs of the community.
 - Enters clients' information and program activities into Salesforce software.
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Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

Education/Experience:

- Bachelor's Degree from an accredited college in social services, human resources or financial management/brokerage and 5 years' experience in workforce development, housing and or financial management including 5 years of supervising direct reports.
- HUD certified Housing Counseling license a plus, but not required at start. However, HUD certified Housing Counselor License must be obtained within 1 year of employment.

Skills/Knowledge:

- Demonstrated ability to accomplish goals through others, whether direct reports or through influence.
- Strategic thinking skills including effective planning, setting goals, monitoring progress, tracking results and making appropriate adjustments to plans based on circumstances and context.

- Ability to organized and prioritize multiple, competing priorities to maximize personal and learn effectiveness.
- Budget and expense management experience, with the ability to assist in managing budgets to plan.
- Customer service orientation, with the ability to effectively communicate on a regular basis with internal customers, build relationships, manage customer expectations and take responsibility for a high level of service.
- Demonstrated interpersonal skills with the ability to effectively build and maintain relationships with customers, team members and other stakeholders and constituents.
- Excellent verbal and written English skills.
- Written and spoken knowledge of Chinese a plus.
- Experience with client management systems preferred.
- Intermediate proficiency in Microsoft Office (Word, Excel), email; ability to learn and adapt to new technology.
- Experience with Salesforce software a plus.

Physical Demands:

- Ability to bend and lift a minimum of 15 pounds.
- Must have the visual, hearing, and learning capabilities sufficient to perform the essential functions defined above.
- Required to frequently sit, stand and walk for extended periods.

Environment and Scheduling:

- Generally works in an office setting, with flexibility to work with clients in the community through one on one or group settings.
- Generally works regular office hours. In addition, may require flexible scheduling to accommodate client, community and program needs.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.