POSITION SUMMARY

The Employment and Financial Empowerment (EFE) Department Manager reports to the DPS 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 DPS.

- Recommends changes in agency policies affecting program operations; prepares and presents such formal reports to DPS, 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 DPS. 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.
• 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 DPS 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.

• Work with CASL's Salesforce Administrator to generate program reports and dashboards on program's key indicators of program outcome, program efficiency as well as effectiveness.

• Implement data informed practice by regularly analyzing and utilizing data from Salesforce to support decision making in program's operation, evaluation and reporting, strategic plan as well as staff supervision and development.

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 five years’ experience in workforce development, housing and or financial management including five 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 one 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, builds 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.

- Basic end-user level understanding and experience with Salesforce is a plus.
Physical Demands:

- Ability to bend and lift a minimum of 15 pounds.
- 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.