

NWDB Youth Services Program Manager

General Statement of Duties

Manages and administers the NWDB Youth Services Program (NextGen). Reviews and manages contracts and NextGen staff, and performs other tasks associated with recruitment, assessment, training and placement of in-school/out of school youth.

Distinguishing Features of the Class

Employees in this class are responsible for a variety of youth workforce development activities including assisting in policy and program development and implementation of the Federal Workforce Innovation and Opportunity Act (WIOA) and serving as a liaison between WIOA youth contractors and the Director of NWDB. This employee will provide technical assistance and training to contractors and Youth Program staff in order to ensure positive program outcomes. In addition this employee performs program compliance audits to ensure contractor/staff compliance; examines performance and management systems to identify compliance or questionable practices and recommends corrective actions in written reports; provides technical assistance and training to contractors/staff to correct deficiencies and/or strengthen programs; participates in proposal evaluations, contract negotiations and contract preparation; recruits WIOA eligible youth; makes routine decisions concerning programs within assigned areas responsibility and within local area policy. This employee will manage a caseload of youth participants only if necessary. Work is performed under the general direction and supervision of the Director of the NWDB.

DUTIES AND RESPONSIBILITIES:

Work with service providers, NWDB NextGen Committee, and Youth Program Staff as indicated below:

- Service Providers
 - Provides ongoing oversight of WIOA youth service providers and, as needed, other workforce development contractors.
 - Guides potential service providers through procurement process
 - Provides desk and on-site monitoring reviews following regional, state and federal guidelines.
 - Communicates with service providers concerns and problems that need to be addressed while maintaining a positive working relationship.
 - Monitors and reports progress of service providers in adhering to contractual obligations and applicable legislation and regulations.
 - Implement corrective action procedures as needed.
 - Keeps NWDB Director and NextGen Committee up to date on program status.
 - Provide technical assistance and arranges training on topics needed.
- NextGen Committee
 - Serves as lead staff to the NWDB NextGen Committee
 - Schedules and plans committee meetings in consultation with the chair.
 - Maintains contact with members keeping them informed of relevant issues through newsletters and other appropriate media.
 - Updates membership on relevant legislation, policy, and governing issues.
 - Assists committee in fulfilling its legal and ethical obligations.
 - Ensures that committee policies are implemented.

- Participates in meetings and other public events that advance the committee's leadership role in workforce development issues.
- Coordinates regional youth activities, eg. Youth summits.
- Participates in the development of requests for proposal for youth programs and assist in evaluating response.
- Assist in grant writing to fund projects

Additional Elements

- Initiates and maintains relationships with K-12 partners, such as Career and Technical Education Directors for the purpose of collaborative opportunities within the parameters of NWDB's mission and student/participant referrals.
- Conducts presentations for partner agencies to keep community stakeholders informed of the NextGen program
- Collaborates with the NCWorks Career Centers on staff training needs, customer/participant needs, etc.
- Develops marketing/PR materials for Youth programs.
- Provides timely and accurate written reports.
- Maintains and projects a professional, positive, and friendly image to participants, providers, and co-workers.
- Must be a cooperative, team player and work with co-workers to ensure that job responsibilities are carried out accurately and in a timely manner.
- Serves as NWDB local area Superuser for NCWorks.gov and helps facilitate data dissemination using FutureWorks.
- Additional assignments as necessary from Director of NWDB.

KNOWLEDGE, SKILLS AND ABILITIES

Requires the ability to evaluate, deduce, and/or assess data and/or information using established criteria. Ability to exercise discretion in determining actual or probable consequences, evaluates, and if necessary, identify and select alternatives.

Requires knowledge of personal computer, word processing software, excel, and Power Point to be used on a daily basis. Requires the ability to use, operate and/or handle office equipment.

Requires the ability to utilize a variety of advisory data and information, best practices, business laws and financial statements, computer documentation, and labor market information.

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

Ability to communicate effectively, both verbally and written, and share knowledge with others. Tactfully and effectively handles requests, suggestions, and complaints.

Desirable Education and Experience:

Bachelor's degree from an accredited college or university preferably in human services, human resource management, psychology, business, or social work; or an equivalent combination of education and related experience. Must possess a valid NC Driver's License.

To Apply:

Mail cover letter, resume, application, & 3 professional references to:

Ashley Stallings
Albemarle Commission
512 South Church Street
Hertford, NC 27944

Above items may be e-mailed to astallings@accog.org. Please note that if interviewed, an application with an original signature will be required.

Equal Opportunity Employer/Program. Auxiliary aid and services available upon request to individuals with disabilities

Salary Grade: 23