

Manager of Employment & Career Services

Position Type:	Full-Time
Location:	Saint Paul, MN
Travel Required	Local (under 15%)
Required Education:	BA preferred, but not required
Min Experience Required:	2-4 years of experience in public and/or non-profit organization workforce development services is preferred. Prior work experience in human resources, talent acquisition, training and development also welcome. Candidates may also have human service/social work backgrounds, with similar experience.



Organization Overview

For more than 114 years, Merrick Community Services has demonstrated through its mission that it *supports individuals and families to navigate life transitions, find health and stability, and promote independence.*

Merrick Community Services was founded on Saint Paul's East Side in 1908 as the Christ Child Society, a part of a national model of settlement houses, which provided essential services to economically disadvantaged communities. Today, Merrick Community Services stands as one of the oldest nonprofit agencies in Ramsey County, with a history of assisting individuals and families transition from poverty and become self-sufficient and stable. The core programs of MCS are Nutritional and Senior Services (comprised of the Food Shelves and MOW/Senior Services) and Employment/Career Services, and Family and Community Services.

Description

The Manager of Employment & Career Services is responsible for the management, supervision, planning, coordination and implementation of all aspects of MCS' workforce services to individuals. This position oversees all training programs, job search services, and related supportive functions. This position supervises other staff and volunteers responsible for hands-on planning, recruitment, training, placement and follow-up and tracking of program participants. The ideal candidate will have workforce development and program administration experience, the ability to provide culturally-sensitive direct service to individuals from a wide range of race, ethnic, economic, and cultural backgrounds. The ideal candidate will possess knowledge and understanding of the multiple needs and barriers of individuals and families living in poverty, demonstrate creative thinking, and build upon existing partnership and training opportunities. This position reports to the Director of Programs and is a member of MCS' management team.

Strategic Leadership & Management

- Contribute to the overall leadership of the organization as a member of the Management Team and support other organizational leaders towards meeting organizational goals;
- Create and encourage new alliances and collaborations with other service providers and organizations to better meet the needs and goals of participants;

- Identify potential funding opportunities and work with other MCS leaders to pursue resources that further the goals of MCS Employment & Career Services as well as overall organization operations;
- Represent MCS to the East Side community, with area employers, partners, and others in a supportive, positive manner;

Specific Areas of Responsibility:

Program Design and Delivery

- Plan, coordinate, and implement all aspects of MCS employment & career services including job search support, occupational training opportunities, other support services for program participants, post-placement supports, and employer relationships;
- Identify and develop a network of potential employers for placement referrals and advocate for successful placements or program participants;
- Manage and effectively coordinate and develop complex relationships with various funding partners, vendors, and training consultants;
- Be familiar with current labor market demand, employment trends, and workforce development practices to ensure MCS services are relevant, timely, and of value to East Side residents and area businesses;
- Provide supervision to all aspects of service delivery to ensure quality standards;

Program, Staff, and Volunteer Management

- Maintain various forms of information on program participants, including databases, management and tracking systems using MCS integrated service approach, as well as other requirements of funders, and current and prospective employers;
- Ensure all contract and grant operational standards, deliverables, and expectations are met or exceeded;
- Develop and monitor annual department budget, in partnership with MCS leadership;
- Recruit, train and monitor department staff, volunteers and interns;
- Supervise staff and volunteers to help them meet their objectives and attain goals and identify opportunities and/or barriers related to job performance;
- Model, promote and direct compliance with agency personnel policy including required training, work performance goal-setting and evaluation;

Direct Services to Program Participants

- Identify and implement effective screening tools and assessments, to identify participants' strengths and areas of improvement and ensure student training success;
- Assist program participants in setting and attaining goals;
- Provide instruction of life skills, advance preparation course in reading and/or math refreshers, and other components of life skills and/or job skills training;
- Coordinate internal and external support services, resources and referrals for job seekers to address barriers to employment;
- Maintain accurate case notes and program participant records, including placement follow-up and tracking;
- Conduct ongoing outreach and recruitment efforts to target unemployed and underemployed community residents for training programs and support;
- Create and provide retention services to help ensure that each placement is successful;

- Promote programs, services, and events to area residents and organizations, representing MCS in the community as needed;

Qualifications:

Minimum Education and Experience

A four-year higher education degree, together with 2-4 years of experience in public and/or non-profit organization workforce development services is preferred. Candidates may also have prior work experience in human resources, talent acquisition, training and development and/or human service/social work backgrounds and experience.

MCS values the lived experience of the people we serve and employ. We will consider other life experiences in lieu of minimum qualifications, as presented.

Knowledge, Skills and Abilities

- Excellent oral and written communication skills;
- Highly organized and attentive to detail in order to manage many different tasks and strategies simultaneously, including being self-directed, and timely in completing work and meeting deadlines;
- Ability to develop and cultivate positive relationships with local businesses, faith communities, volunteers, and colleagues; and, to maintain relationships over time to the benefit of MCS;
- Innovative, critical thinker, and creative problem-solver in addressing challenges;
- Ability to work with and engage diverse populations, particularly BIPOC individuals and families, those in poverty, justice-involved individuals, and others who identify outside of the dominant culture;
- Experience modeling respectful, inclusive, and responsible behavior consistent with the agency's Mission, Vision, and Values and as part of a larger organizational leadership team;
- Ability to provide accurate and timely reports to organization leadership, funders, and others;
- Ability to develop and manage budgets and prepare financial reports;
- Effective knowledge of technology and software tools to communicate in print and electronically;
- Knowledge of principles of supervision and ability to manage diverse staff, volunteers, and contractors;
- Proven ability to maintain confidentiality;
- Awareness, familiarity, and relationships within the Twin Cities regions' workforce development, adult basic education, higher education, and/or human services arenas;
- Successful experience with workforce development curriculum design; ability to teach soft skills, interpersonal communications, computer, interviewing, resume writing, and other job search skills;
- Applicants with additional language skills (particularly Spanish, Hmong, Somali) are welcome!

Working Conditions

This position requires:

- A valid driver's license and reliable transportation
- Ability to travel into the community to attend meetings
- Ability to work evening and weekend hours, as needed

The above statements are not intended to encompass all functions and qualifications of the position; rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description. Employment at Merrick Community Services is at-will and may be terminated by either employee or employer for any lawful reason.

We welcome everyone to apply, especially those individuals who are underrepresented in our sector, Individuals who identify as BIPOC, LGBTQI+ and gender fluid or gender nonconforming, individuals with disabilities (both seen and unseen), veterans, people of any age or family status.

Equal Opportunity Employer: All qualified applicants will receive consideration for employment without regard to age, race, color, religion, disability, marital status, national origin, sex, gender identity, sexual orientation, familial status, genetic information or a protected veteran status.