YOUTH PROGRAM MANAGER

POSITION GUIDE

Reports to: CEO, Shenandoah Valley Workforce Investment Board, Inc. (SVWIB)

Major Functions: The Youth Program Manager serves to provide oversight and support for youth programming for the Virginia Career Works (VCW) – Shenandoah Valley Region and the Shenandoah Valley Workforce Development Board (SVWDB). This position supports the design and continuous improvement of youth programming, provides technical assistance and guidance to youth service providers, works to meet and exceed WIOA youth program and performance requirements, and works to accomplish the youth program vision and mission as defined by the SVWDB.

Hiring Salary Range: $55,000 - $65,000 per year

Youth Program Manager Responsibilities: Provides oversight and support of youth programming. Directs youth programing for the SVWDB in accordance with WIOA requirements, Virginia Board for Workforce Development (VBWD) policies, Virginia Community College System (VCCS) VWLs (Virginia Workforce Letters), and SVWDB policies and practices.

- Work with the CEO and Operations staff to design youth programming and be responsible for continuous improvement and evolution of the program to meet regional needs
- Work with service provider management and youth program staff to implement program design and improvements and provide technical assistance
- Monitor youth programs for contractual and regulatory compliance including, but not limited to participant eligibility, assessment, documentation, enrollment, services, and program outcomes
- Research, provide responses, and work to develop an action plan for state and federal monitorings
- Develop RFPs for the procurement of a youth program service provider, work on a Procurement Committee to review contract proposals, participate in the negotiation of contract terms, and provide contract oversight after award
- Monitor and analyze data for accuracy and completeness through the Virginia Workforce Connection (VaWC) and any other database as required by the SVWDB
- Prepare monthly dashboard reports and other performance and data tracking reports to be determined for youth programming, work with the service provider to obtain data, and crosswalk data for confirmation of accuracy. Determine program reporting requirements to include, but not limited to enrollment levels, participation rates, caseloads, service delivery quality, program outcomes, and related program elements
- Provide technical assistance and program consultation for youth service provider related to recruitment, enrollment, service delivery, planned program outcomes, and other applicable areas
- Assist with coordination of all VCW - Shenandoah Valley Region and SVWDB youth initiatives working with the youth service provider and internal and external partners
- Communicate daily with SVWDB staff
- Manage WIOA Title I youth budget compared to enrollments, demand for services, performance metrics, and 20% work experiences

- Work with the SVWDB operations staff to cross train on activities including, but not limited to, monitoring of WIOA Title I programs, eligible training provider and program certification and recertification, operations policy development and revisions, EO compliance, and monthly dashboard reporting

Resource Development Responsibilities:

- Work with SVWDB staff to identify grant opportunities, design initiatives, and write grant proposals
- Provide support to discretionary grant implementation as needed
- Seek to identify resource development opportunities, partners, and resources

Other Responsibilities:

- Works to accomplish other duties deemed necessary to fulfill the mission of the SVWDB
- Participates in training seminars and other educational meetings as budget and time permit.
- Day travel in SVWDB area required. Occasional overnight travel in and out the SVWDB service region required

Knowledge, Skills, and Abilities:

- Knowledge of state and federal regulations relating to WIOA and Title I Youth programming
- Ability to communicate effectively verbally and in writing with SVWDB staff, service provider management and staff, Board and committee members, and state and federal staff of regulatory agencies.
- Track record of successfully collaborating with workforce partners to produce tangible outcomes
- Ability to manage a program budget
- Ability to organize and implement workforce initiatives
- Ability to meet deadlines through time management and organization skills
- Skilled at self-management and self-motivation
- Ability to reach conclusions through problem solving and decision making skills
- Knowledge and proficiency in Microsoft Office products: Windows OS, Word, PowerPoint, Excel.
- Ability to read, interpret, and understand regulations, policies, and technical guidance and communicate information to others

Education and Experience:

- Any combination of education and work experience equivalent to graduation from an accredited college or university with a Bachelor's degree in workforce development, human capital development, public administration, business, project management, communications, marketing, or nonprofit management
- Experience working in the public workforce system with the Workforce Innovation and Opportunity Act (WIOA) and Title I Youth programming
- Experience managing a program budget
- Experience implementing and working to maintain the Virginia Career Works (VCW) brand

Working Relationships:

- **Internal:** Interacts with all levels of staff and management on a daily basis to give and gather information, and to create a working environment of open exchange, positive morale, and advancement of the SVWDB's mission and vision.
- **External:** Interacts with service provider contractors at the management and staff levels to provide oversight, communicate information and provide direction. Regularly works with the Virginia Community College System (VCCS) Title I Administration staff to relay and receive information. May present at Board meetings and committee meetings to relay technical information in written and verbal formats and respond to inquiries.

Supervision Received:

The Youth Program Manager works at the direction of the CEO working to implement the vision and strategic plan of the Shenandoah Valley Workforce Investment Board. This position is subject to review by and through observation of results achieved. The CEO will conduct a formal annual performance review. The CEO serves as the direct manager of the Youth Program Manager.

Essential Functions: The following physical standards are considered essential functions of the job.

- Driving. Continuously to get to and from work and to travel to VCW Centers and meeting. Reliable transportation is required.
- Sitting. Continuously to perform job functions.
- Bending. Occasionally to acquire supplies, move equipment, set up computers.
- Pushing/Pulling. Occasionally to move equipment and to set up meeting rooms.
- Twisting/Turning. Frequently to access supplies and equipment.
- Reaching. Frequently to access supplies and equipment.
- Written communication. Continuously to correspond with staff, the Board, committees, service provider, partners, local, state, and federal government representatives and agencies.
- Verbal communication. Continuously to converse, present information, data, and reports.
- Hearing. Continuously to listen to information presented in venues ranging from phone calls to large seating auditoriums. Accommodations such as hearing devices and hearing loops may be utilized.
- Firm grasping. Frequently to perform job function and handle office equipment.
- Fine manipulating. Continuously to use office equipment, telephone, fax, computer, copier, and printer.
- Lifting. Frequently to transport materials, refreshments, files, handouts and equipment. Must be able to lift 25 pounds.
- Eyesight. Frequently. Sufficient to enable, with any needed assistive devices, the review of hard copy and computer financial records.