



Program Director – Neighborhood Access Point (NAP)

Job Description

Program Director General Job Description:

The Program Director position is to create and support the growth and development of YCD's various programs and initiatives. The Program Director monitors contract compliance and program implementation. They identify specific skills required for employment and may help clients obtain these skills. In addition, the Program Director will provide direction to YCD Case Managers and Education and Employment Specialists who assist individuals in the job and career preparation processes. Clients may include students in high school or college, recent graduates and the unemployed, as well as individuals with physical disabilities or those looking to change or upgrade careers. Under the direction of the Executive Director or his designee, the Program Director's primary responsibilities are to remain in close collaboration with staff, and facilitate recruitment, screening, enrollment, case management and job placement assistance for program participants. This position ensures effective integration of services for participants including linkages to appropriate training programs, support service providers, Access Points and potential employers. In addition, detailed tracking of participants will be required. This position also leads workshops and group presentations for potential and existing participants and works closely with other staff throughout the training process.

Program Director – Neighborhood Access Point Job Description:

Under the direct supervision of the Executive Director, the Program Director – Neighbor Access Point (NAP) has overall management responsibility of YCD's NAP. The Program Director is responsible for 1) managing all NAP Case Managers and Education and Employment Specialists, 2) developing, implementing and managing NAP programming, 3) meeting and/or exceeding all NAP outcome and service objectives as agreed upon with the NAP funding source (Office of Economic Workforce Development (OEWD)), and 4) working with YCD's Controller to ensure the NAP operates within the funding budget, and 5) and additional NAP duties assigned by the Executive Director.



In addition, the Program Director – NAP will also be responsible for managing YCD’s Trainer(s).

As a member of the YCD Leadership Team and at the discretion of the Executive Director, the Program Director – NAP may be assigned additional leadership responsibilities and duties as necessary.

Duties and Responsibilities:

- Responsible for direct supervision of NAP Case Management and Education and Employment Specialist staff
- Responsible for but not limited to fulfilling NAP reporting requirements, program and administrative deliverables, and meeting and/or exceeding outcome and service objectives.
- Responsible for making accurate and timely reporting in accordance with YCD contracts and grant agreements.
- Maintain records of existing and develop new relationships with agencies and community organizations to meet recruitment goals by attracting qualified program candidates
- Develop and implement new recruitment strategies to target specified demographic populations as needed based on funding or employer needs
- Conduct targeted street outreach and agency and community visits
- Provide job search, placement assistance and job retention services to program clients.
- Makes appropriate job referrals and assists with job match
- Provide case management, arrange for participant support services as necessary
- Develop and implement effective intake/orientation scheduling process
- Schedule applicants for testing and interviews
- Provide quality in-depth program interviews, including initial screening and assessment to track client satisfaction and skills gain
- Ensure the preparation and submittal of monthly statistical reports including but not limited to detailing orientation attendance, applicants demographics, applicants testing, results, referrals, applicants invited to orientation versus attended and other required information as needed
- Training and development responsibilities to include assessment of employment services program and provision of directions and support to staff and management of Barrier Removal, employment work-readiness classes and workshops.
- Responsible for developing employment collaborations and MOU’s with community partners, and local business organizations and unions.
- Other duties as assigned

Qualifications:

- B.A./B.S. degree in related field, Associate Degree in Communications, Social Work or other relevant field or at least 3 years of related experience. Must have at least one year of recruitment, marketing, or sales experience



- Must have strong time management skills and the ability to balance multiple tasks with the ability to meet deadlines and follow through on projects to ensure completion
- Must have at least one year of administrative support experience with emphasis on high-volume record keeping and customer service support
- Must have proven ability to work both independently and as part of a team
- Must be flexible and able to work a flexible schedule, including regular evenings and weekends
- Strong commitment to the mission/vision of Young Community Developers, Inc. and to individuals from diverse populations and backgrounds
- Excellent cross-cultural and communication skills and ability and willingness to work with economically and culturally diverse clients
- And all other related duties as assigned

Required Skills:

Must be competent in the following:

- Email, Windows XP/Vista, Microsoft Office
- Knowledge of the Bay Area's labor market
- Continuous commitment to improve occupational knowledge
- Must be comfortable with and adapt quickly to organizational, program and departmental changes

Salary Range:

- Competitive