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Workforce Development Manager

Chelsea, MA

The Neighborhood Developers

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Summary:

The CONNECT program at The Neighborhood Developers seeks a dynamic Workforce Development manager to join a new and growing Workforce Development Unit dedicated to both rapid reemployment and building long-term sustainable jobs while working in coalition with other partners. This is an exciting time to help develop and lead our Workforce team serving the diverse neighborhoods of Chelsea, Revere and Everett. This is a full time, exempt position reporting to the CONNECT Director. The position is hybrid with some in-person work and some work-from-home.

Overview:

The Neighborhood Developers (TND) is a community development corporation based in Chelsea and serving Chelsea, Revere and Everett. We are committed to comprehensive, resident-led community development of neighborhoods in our communities. Our mission is to create strong neighborhoods enabling community members to secure a stable home, achieve economic mobility, and determine their own future.

CONNECT provides direct services for residents of Chelsea, Revere and Everett and also works with partner organizations to ensure those residents receive holistic services. We have just created a new Workforce Development Unit and are working closely with local partners to help get our community members back to work.

Chelsea and the surrounding communities were hard hit by the pandemic –with a great deal of job loss and financial instability for our low income, largely immigrant communities– so this is a particularly important time for work force development in the area and the Workforce Development Manager could make a critical difference in our constituent families’ lives.

The Workforce Development Manager oversees the in-house job navigator staff and handles a caseload of job-seeking clients. The Workforce Development Manager, working closely with CONNECT’s Director, also manages the strategic mission for the unit and develops new policies, processes and programs as necessary.

The Workforce Development Manager serves as one of the primary liaisons and managers of CONNECT / TND’s broader workforce development efforts. The Workforce Development Manager work in coalition with our community based and municipal partners on broader reform efforts to help promote economic mobility among the under- resourced, largely immigrant, communities we serve. The Workforce Development Manager will serve as a primary liaison, along with the CONNECT Director, to the Chelsea Good Jobs Coalition, Revere Works, and Mass Up (a cross-city coalition that links GJC and Revere Works under a special grant).

Working with other coalition members, the Manager will help develop a policy advocacy agenda and other vehicles to promote broader workforce development in Chelsea and Revere.

Essential Duties

- Provide both supervision of staff and direct case management for job seekers from the City of Chelsea and surrounding communities, with a focus on rapid reemployment and placement in free or low- cost training programs
- Design and implement outreach systems so that job seekers are aware of our services
- Create and refine intake, case assignment, and case management processes
- Identify training needs for staff, recommend specific training opportunities
- Track service delivery, progress, and client outcomes
- Help develop workshops and job fairs and other programs designed to assist job seekers
- Develop and improve programs based on client outcomes and research on best practices
- Manage referrals for services that fall within the Manager’s purview
- Encourage client awareness and usage of other CONNECT services
- Coordinate with TND and OppCo departments as needed; such as with Data and Evaluation to refine outcome metrics and with Resident Services to improve outreach
- Coordinate with CONNECT partner organizations, such as La Colaborativa and Mass Hire
- Establish and maintain working relationships with other relevant entities such as local employers and other job coaching and training programs
- Develop new department procedures, as required.
- Attend Board of Directors meetings to make presentations.
- Represent the organization’s work at meetings with funders.
- Help to prepare reporting for funding sources.

- Contribute to a strong sense of organizational teamwork through activities including regular staff meetings, group discussions and staff retreats.
- Participate in the planning and implementation of agency-wide events.
- Ensure that all organizational policies and procedures are followed.
- Perform other duties as assigned.

Qualifications:**Required:**

- A Bachelor's degree or relevant equivalent experience.
- Experience working with low-income clients from a variety of backgrounds.
- Strong program implementation skills: demonstrated ability to manage time and staff, prioritize appropriately among multiple competing demands, and solve problems.
- Detail-oriented, well-organized, and able to work independently.
- Strong computer skills with Microsoft Office suite programs and Salesforce or other databases.
- Strong written and oral communications skills.
- Ability and desire to thrive in a fast-paced work environment.
- Willingness to work a flexible schedule, including at periodic evening or weekend hours,
- Ability to think strategically - to anticipate unit needs and help develop solutions.

Desired:

- Experience in workforce development.
- Knowledge of community resources in Chelsea and surrounding communities.
- Experience working with and in collaborations.
- Experience working in a diverse multi-cultural community
- Past experience as a volunteer in a community and/or human services setting
- Previous management experience

Physical Requirements:

The position involves sitting, standing, lifting, looking at a computer screen, phone work etc. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function in a satisfactory manner. The requirements listed above are representative of the knowledge, skill and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

To Apply:

Opportunity Communities (OppCo) provides human resources for TND, OppCo, and members Nuestra Comunidad and TND, are equal opportunity organizations. We recruit, employ, train, compensate, and promote without regard to race, religion, creed, color, national origin, age, gender, gender identity, sexual orientation, marital status, disability, veteran status or any other basis protected by applicable federal, state, or local law.

JOB CODE: 100026

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