

# Job Description



Job Title: Program Manager/Youth Services and Monitoring		Department: Administration	
Reports to: Chief Operations Officer		Date: April 1, 2013; August 2018	
Job Code:	Type of position:	FLSA:	Position Details:
Approved By: Eddie Foreman, CEO	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	<input type="checkbox"/> Individual Contributor <input checked="" type="checkbox"/> Supervisor/Manager (direct reports)

## JOB SUMMARY

The Program Manager/Youth Services, through the COWIB Youth Council, offers young adults (ages 14 – 24) the support they need to reach their education and employment goals. The foremost priority of the Program Coordinator is to develop and implement new program approaches for youth in the Central Oklahoma Workforce Innovation Board (COWIB) Area. The Program Manager conducts ongoing evaluations of youth programs. This position provides primary staff support to the Youth Council, encouraging council member commitment to programs that positively impact COWIB area youth and ensuring adherence to best practices in compliance with Workforce Innovation and Opportunity Act (WIOA) guidelines. Additionally, in collaboration with the Compliance and Policy Analyst and in support of the Board and BCEO, establishes and maintains a schedule to monitor and provide oversight of contracted youth service providers as specified by the WIOA. At all times the Program Coordinator represents the Central Oklahoma Workforce Innovation Board and is accountable for the strategic implementation of Board Youth program policies and directives, and service provider operating plans.

## RESPONSIBILITIES

- Develops, coordinates and implements COWIB designated youth programs designed to improve the quality of services to area youth.
- Directs and participates in, and consults to, COWIB Youth Council initiatives to develop strategic and targeted initiatives, delivering services relevant to COWIB area youth; works with COWIB staff to ensure youth services policy is in alignment with Board’s adopted service delivery policies and procedures.
- Provides technical assistance to WIOA youth service providers to ensure delivery of compliant, high quality youth services.
- Works to develop and promote outreach services with community based organizations, system partners and youth service providers within the COWIB service area.
- Facilitates introductions and meetings between educators, youth connected organizations and employers, promoting employment and career opportunities for area youth.
- Coordinates, compiles, and develops materials to maintain and update youth-specific material with current career, education and work opportunities.
- Collaborates with local and regional workforce partners and WIOA vendors to develop and coordinate educational and technical assistance to employers, high schools and CBOs, offering workforce development systems focusing on WIOA funded youth programs.
- Works with COWIB team in organizing, and participates in, job fairs, trade shows, and other appropriate community events.
- Collaborates with COWIB staff in conducting training and seminars to local employers and WIOA youth service providers.
- Develops and implements AmeriCorps Volunteer program to increase partnerships and deliver effective joint programs.
- Collaborates with Business Service Management to ensure social media presence contains youth specific material.
- Implementing the Youth annual monitoring plan and maintains reports on WIOA youth service providers in compliance with state and WIOA guidelines.

- Works with Youth Council to monitor youth performance outcomes and provide oversight for the delivery of contracted services specified by WIOA.
- Contributes to COWIB’s mission and success in reaching goals by accepting ownership new and different assignments and requests; explores opportunities to add value to job accomplishments.
- Performs other duties as may be assigned.

## REQUIREMENTS

- Familiarity with Central Oklahoma’s efforts to improve workforce quality, including the Workforce Innovation and Opportunity Act, Oklahoma Department of Commerce, Oklahoma Employment Security Commission, DOL/ETA , and Governor’s Council on Workforce and Economic Development.
- Must be operationally familiar with rules and regulations of WIOA and other applicable public laws including, but not limited to, the Office of Management and Budget (OMB) circulars, the Oklahoma Office of Workforce Development directives and policy, and all applicable state and federal law.
- Ability to understand, comply and implement WIOA and COWIB policies and procedures.
- Understanding of the important role of compliance in the success of organizations.
- Ability to effectively work with and communicate orally and in writing with coworkers, Youth Council, One-Stop Operators and related local and regional workforce partners, WIOA vendors, various community organizations, educational institutions, various employers, and the public.
- Sensitive to professional ethics, cultural diversities and disabilities; able to competently serve the public with diplomacy and respect.
- Self-directed and self-motivated; able to deliver on objectives in a timely manner and in a high demand environment.
- Possess strong team orientation with the ability to collaborate, influence, build consensus and negotiate.
- Able to compile, analyze, and evaluate data, make determinations and present findings in oral or written form
- Ability to read, analyze and interpret governmental laws and regulations, general business periodicals, professional journals, technical procedures.
- Computer literate, specifically MS Office applications; ability to stay abreast, identify and use “cutting edge” technology and delivery of information to effectively engage at-risk youth.
- Knowledge and technical experience related directly to successful tracking and reporting of business service delivery and compliance activities.
- Bi-lingual skills highly desired, preferably Spanish.

## EDUCATION & WORK EXPERIENCE

- Bachelor’s Degree in Business, Public Administration, Social Work or a related field.
- Minimum three (3) years demonstrated experience in an Executive Youth Services Program and daily operational support to a nonprofit or private sector Board of Directors and/or Executive Team.
- Experience preferred in working with the public workforce development system and employment services programs with the Workforce Innovation and Opportunity Act (WIOA).

## ADDITIONAL CERTIFICATIONS AND/OR LICENSES

- Valid Oklahoma Drivers’ License

## PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

While performing duties of this job employee will travel often off site during the course of conducting business, will be exposed to driving varying distances within the COWIB Area, in all road and weather conditions. Off-site meetings often include walking tours of industry and business locations; not all sites may be wheelchair accessible; essential functions of

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the job require the employee to frequently sit and stand. Must have manual dexterity and vision necessary to perform essential functions. May be required to lift and carry up to 25 pounds. Communication and presentation responsibilities and activities require the ability to hear and speak. The noise level and smoking environment will be dependent upon customer business and culture. COWIB offices are a nonsmoking area.

Primarily works in an office environment; off-site work characteristics described herein are representative of those an employee encounters while performing the essential functions of the job.

**The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.**

*This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so, too, may the essential functions of this position.

I acknowledge that I have read and understand this job description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date