

Job Title: Westside Works Program Manager (Full-Time)
Department: CareerRise, United Way Community Engagement
Reports to: Director of Westside Works



Position Summary

The Westside Works Program Manager will be responsible for ensuring consistent, quality services are delivered across a network of training providers. This position will manage program operations and provide leadership and guidance to direct reports, contractor, and partner team members.

Key Responsibilities

- Prioritize and manage organizational program performance and evaluation by working with partner agencies, contractors, and providers to collect quantitative and qualitative data and supporting documentation to regularly create formal reports, evaluations, and program recommendations and plans for continuous improvement and resource development.
- Plan, devise, and implement the workforce development and training service delivery strategies of the organization.
- Assist in the preparation, tracking, and reporting of grant proposals, reports, and evaluations.
- Supervise Westside Works staff, coordinate volunteers, and provide guidance and operational support to contractors.
- Support the implementation and management of the Westside Works operational plan.
- Supervise the maintenance of all program records and documentation.
- Provide program report cards to track progress on a monthly, quarterly, and annual basis.
- Other duties as assigned to advance positive impact of Westside Works.

Qualifications & Expectations

- A combination of education and experience that allows for the successful performance of the key responsibilities of the position.
- Experience in workforce development program management, performance management and evaluation, and partnership development.
- Prior demonstrated success in grant writing, management, and reporting.
- Experience supporting organizational fund raising and resource development efforts.
- Demonstrated experience managing diverse teams comprised of staff, contractors, volunteers, and partners.
- Ability to manage regulatory compliance.
- Experience developing and managing policies and procedures, service delivery models, and performance management and evaluation systems.
- Demonstrated ability to manage effective initiatives and programs.
- Ability to effectively manage in a fast-paced environment with limited resources.
- Excellent written and verbal communication skills.
- Computer proficient, including MS Office.
- Organized and goal oriented, self-starter with ability to drive outcomes.
- A strong collaborator and comfortable with working in a highly dynamic and team environment.