



OPPORTUNITY

Director, Workforce Innovation

REPORTS TO:	Executive Director
FLSA STATUS:	Exempt
SUPERVISES OTHERS:	Yes

Summary

Towards Employment's work focuses on building career pathways for disadvantaged job seekers while creating a pipeline of qualified workers for local business, and the promotion of inclusive economic development strategies. As a key member of the leadership team, the Director, Workforce Innovation will pursue opportunities for significant collaborations and partnerships that can lead to scaling impact, whether through programmatic partnerships, application of new technologies, social enterprise or influencing policy. This position will work closely with program leadership, Director of Development and Marketing, and the CFO to advance our goal of translating programmatic success into resources to scale impact for our community. S/he will leverage and help synthesize learnings from initiatives like skills-based hiring, promotion of job quality, and racial equity and inclusion into workforce and economic discussions and sector partnerships to help drive systems change. Internally, the new Director will bring an analytical lens to our program data, driving the use of data for quality assurance and performance management, for accountability across programs and functions, and for identifying trends and key learnings for use in policy and fundraising.

Essential Functions

Strategic Planning & Leadership

As a member of the senior management team, this position will actively participate in leadership framework discussions, including raising significant matters that are of importance to the success of the agency, including:

- Lead the organization's strategic planning work, ensuring the planning, execution, and delivery of defined priorities and work streams.
- Represent TE in the community, including at stakeholder meetings & events in the absence of the Executive Director.
- Supervise and manage the performance and product delivery of 2 direct reports and multiple external vendors and partners. Ensure work product delivered through others meets TE expectations and standards.

Scale and Program Expansion

- In partnership with TE's program leadership pursue opportunities to ensure the short and long term scalability of TE's programs. This may include application of new technologies, building new collaborative partnerships to leverage additional competencies or geographic reach, or formalizing tools for greater efficiency and replication.
- Develop funding models to support initiatives that strengthen TE's financial position.
- Establish and formalize business partnership success factors and expectations, including metrics and relationship management behaviors.

Social Enterprise

Oversee the business performance of TE's social enterprise, Achieve Staffing,

- Ensure efficient and effective business operation processes and financial performance
- Ensure alignment and synergy with TE operations;
- Identify opportunities to partner with local businesses, employers and supporters to facilitate success.

Continuous Improvement and Data Analytics

To ensure programmatic fidelity and ensure continuous improvement and assessment of our work this position will oversee the Director, Data Analytics and support the Data Functional Working Group to:

- Recommend the development of dashboards and reports that improve continuous learning; Refine the operational approach for consistent program delivery and outcomes and, foster internal alignment where needed
- Continuously promote and monitor organizational commitment to data quality, providing direction and setting expectations for training, compliance, reporting, and data-informed learning.
- Utilize data to assess programmatic outcomes and opportunities and inform decision making.
- Create metrics and key indicators to establish critical success factors for any new initiatives and ensure it is aligned with the TE strategy.

Policy & Systems Change

Support & collaborate with Senior Manager, Policy in promoting our data driven policy and systems change agenda dedicated to promoting comprehensive career pathways and inclusive economic growth strategies:

- Support the development of the organization's policy agenda, critical points of advocacy and annual workplan;
- Align organizational efforts to engage in workforce collaborations as a prominent thought leader, recommending responsive approaches to evolving community needs.

REQUIREMENTS

Education & Experience

Consideration for this position requires:

- Proven ability to manage people and programs to accomplish outcomes within a given timeframe and budget.
- Experience working across workforce, economic development and human services systems preferred; demonstration of capacity to engage in "systems thinking."
- Commitment to Towards Employment mission and values.
- Demonstrated understanding of criminal justice reform and disparate impact of current system
- Demonstrated networking and coalition building skills.
- Minimum 5 years' experience managing activities related to workforce development and economic development Master's in Public Policy, Business Administration, Urban Planning, Social Work or equivalent experience preferred.
- Strong attention to detail, organizational, time management and problem solving skills.
- Proficient with Microsoft Office, PowerPoint, Excel, Outlook.

Competencies

Success in this position requires:

- **Relationship Building** - Ability to work effectively and collegially with people with a diverse cultural, socioeconomic, racial and educational backgrounds; Outstanding ability to effectively communicate plans and desired outcomes.
- **Problem Solving** – Demonstrates ability to anticipate organizational needs and challenges, gather needed information, synthesize and analyze sometimes disparate data, assess risk, make recommendations, and take decisive action.
- **Emotional Intelligence** – The ability to understand what motivates the team, and to lead with consideration of the whole employee; able to build rapport and maximize individual strengths while driving outcomes. Demonstrated ability to work with people from diverse cultural, socioeconomic, racial, and educational backgrounds.
- **Managerial Courage** – Actively engages in the thought leadership of the organization; seeks information, expresses informed opinions and respectfully challenges status quo; provides feedback to others; takes action to the betterment of the organization.
- **Intellectual Curiosity** – Genuine interest in the models of work and ability to ask critical questions and challenge conventional thinking with a continuous improvement mindset.
- **Social Justice and Racial Equity Advocate** – passionate about promoting racial equity and inclusion at personal, organizational and systems levels; able to incorporate the perspectives of multiple communities in the consideration of impacts and outcomes of a decision-making process. Understands the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.

Interested candidates should submit their cover letter and resume to hr@towardsemployment.org for consideration.