



Towards Employment

Job Posting

Position: Program Manager, Industry Partnerships
Reports to: Senior Manager, Industry Partnerships
Supervises: Facilitator (1)
Career Coaches – ERN (1), Lincoln (3)

About Towards Employment: Towards Employment’s mission is to champion the potential of every person to succeed in a rewarding career today while working towards creating an equitable and inclusive workforce for tomorrow. We accomplish this by offering skill development for in-demand jobs, comprehensive support addressing the social determinants of work, extended career coaching, and direct employer connections. We partner with employers, workforce providers, and government leaders to promote equitable access to living wages, quality jobs, and the elimination of racial income gaps.

Overview: Towards Employment's Industry Partnership team provides tailored solutions for individual employers and sector partnerships. We focus on building industry-specific on-ramps, preparing community members for targeted jobs, facilitating onboarding, and offering ongoing coaching for strong retention and career advancement. Our holistic support services address new workers' barriers to success, ensuring a comprehensive approach to workforce development.

Key Responsibilities:

Entrepreneurial Manager:

- Collaborate with employers to design and implement programs aligned with Towards Employment’s mission.
- Cultivate and maintain relationships with existing partners, ensuring ongoing collaboration and support.
- Implement and continuously improve strategies to enhance participant and employer experiences.
- Act as a point of contact for issue resolution and addressing concerns related to programs.
- Identify and establish new relationships with key stakeholders and employers.

Program Management and Staff Leadership:

- Provide supervision and coaching to assigned program staff.
- Establish and communicate program goals, monitor progress, and promote shared accountability.
- Monitor programming to ensure activity levels and service quality lead to goal attainment.
- Work with the Senior Manager of Industry Partnerships on relationship management with employers.
- Communicate regularly with staff on program and staff needs, changes, challenges, etc.
- Utilize company data and case management system for monitoring workflow.
- Work with Success Coaches to develop structured partnerships with community organizations.

Qualifications:

- Minimum of a bachelor's degree in social work or related technical field; combination of experience and education considered.
- At least 4 years of program development and/or management in a workforce context.
- Demonstrated understanding of a dual customer approach and customized programming.
- Previous experience and passion for working with diverse populations.
- Adaptable to change and reprioritization.
- Excellent written and verbal communication skills with strong organizational and problem-solving abilities.
- Ability to work in a flexible, collaborative environment.
- Adapt approach based on employer partner environment and culture.
- Excellent relationship-building and proven customer service skills.
- Team player with good judgment in a rapidly changing environment.
- Proven creative problem-solving skills.
- Strong self-awareness and understanding of the impact on others.
- Commitment to racial equity as well as Towards Employment mission and values.

Computer Skills:

- Familiarity with Microsoft Office and Google's Platform is desired.
- Proficient with Word, Excel, PowerPoint, Publisher, Outlook, and Internet.
- Experience and knowledge of electronic case management tracking systems (databases).

Towards Employment is an equal opportunity employer. We encourage individuals of all backgrounds to apply.