

Associate Director of Workforce Development - San Francisco

Job Details

Level	Associate Director
Job Location	The Arc San Francisco-Howard Street - San Francisco, CA
Position Type	Full Time
Education Level	Bachelor's Degree
Salary Range	Salary
Travel Percentage	Up to 10%
Job Shift	Day
Job Category	Nonprofit - Social Services

Organizational Summary

The Arc San Francisco is a non-profit service and advocacy organization for adults with intellectual and developmental disabilities and their families living in San Francisco, Marin, and San Mateo counties. We currently serve a varied group of over 700 clients who, despite their diverse backgrounds, ages and disabilities, are all similar in their desire to live a life of greater self-determination, dignity, and quality. Our goal is to provide the supports that enable people with developmental disabilities to maximize their potential, live meaningful lives, and become integral members of the community. To that end, we provide a range of services relevant to all areas of adult life, from independent living supports and skills building to employment training and creative expression. As a true community partner, we believe in educational outreach, the power of business partnerships, and the importance of being a reliable resource for families, supporters, public policy makers and all those who share our vision of creating a more informed, diverse and inclusive society.

Position Summary

The Associate Director of Workforce Development will oversee the operations of the Workforce Development Programs and Services of The Arc San Francisco including competitive integrated employment, group employment, internships, job development, and job coaching. Reporting to the Senior Director of Education and Workforce Inclusion, the Associate Director will manage daily operations, supervise/develop management team and implement program goals. The Associate Director will be tasked with ensuring that all funding streams are accessed and sustained in a timely manner.

Essential Duties and Responsibilities

- Ensures that program implementation is well aligned with agency mission and vision in collaboration with the Senior Director of Education and Workforce Inclusion.
- Oversees the day to day operations of The Arc San Francisco workforce development efforts in San Francisco, San Mateo, Marin, and East Bay counties. Ensuring all programs are fully compliant with funder regulations and program quality assurance is maintained at highest standards.
- Track program performance metrics on a monthly/quarterly basis ensuring programmatic goals are being reached every month/quarter. Responsible for managing caseload, staff utilization and percentage of intervention in accordance with program design and budget needs. Completes and submits monthly/quarterly performance metrics reports for internal and external stakeholders.
- Tracks program funding streams including, but not limited to, regional center funding, department of rehabilitation funding, Office of Employment Workforce Development (SF), employer contracts and other public funding streams. Collaborate closely with service managers to collect and submit all monthly billings, as well as all monthly job coaching reports to finance and quality assurance departments.
- Monitor Individual Services Plan(ISPs)/Point of Sales (POS) requests to ensure timeliness and accuracy. Confirm all participants have current funding and Service Managers are accurately tracking hourly billing and attendance. Ensure Semi-Annual/Annual reviews are completed and consistent with program design.
- Analyzes, plans and implements service improvements for Employment Programs, inclusive of tracking client attendance, client demographic, client interests and activities and DSP caseload. Includes trend analysis and suggestions for programmatic enhancements.
- Ensures accurate use, compliance and consistency of salesforce and other CRM databases are in place for accurate program reporting. Continuously analyze and update tools and methods for streamlining data collection and reporting efficiency.
- Responsible for training, supervision, and implementation of coaching development as needed for all Employment Service Managers and Job developers.

- Supports Service Managers in developing supervisory skills, managing caseloads and completing staff development plans.
- Ensures all required staff trainings are completed on a timely and regular basis, including but not limited to ISP, Salesforce, CWP, Workforce Link, Mandated Reporter, and Relias among others.
- Plays a key collaborative role in developing the yearly budget for the department, tracking program expenses, and making budget modifications as needed.
- Tracks program supply inventories, ensuring costs remain within allotted budgets, reallocating supplies to ensure maximum utilization, and monitoring to manage loss control.
- Work in partnership with Associate Director of Education programs on the refining and implementation of pre-employment curriculum and Transition Aged Youth (TAY) programming, and content development for the Arc's Hub page.
- Participates actively with Associate Director Team, collaborating and providing guidance on a myriad of projects and initiatives.
- Partners with development department to provide monthly reports for Workforce Development specific grants. Play an active role in the data gathering and reporting for development events including but not limited to Work Life Awards, Arc Angel Breakfast, as well as for workforce development grants.
- Acts as primary operational contact for new employer partners.
- In tandem with Senior Director, provide onboarding and supplementary training to employer and community partners.
- Member of New Manager Training Team
- Maintains positive relationship with funders, community partners and business partners.
- Attends community meetings relevant to disabilities workforce development initiatives as needed.
- Attends trainings, seminars and conferences.
- Provides agency-based trainings as assigned.
- Other duties as assigned.

Knowledge, Skills and Experience

- Bachelor's degree or commensurate experience required

- Experience working in nonprofit organizations serving individuals with Intellectual Developmental Disabilities ideal; Or related experience in workforce development, business development, special education, higher education
- Minimum of 3 years of management experience required
- Use of personal vehicle, valid CA driver's license, clean driving record and acceptance as a covered driver by The Arc's auto insurance company.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Repetitive key board use, phone use, walking, standing, bending stooping and direct client interaction.

The Arc San Francisco is an Equal Opportunity Employer.

The Arc San Francisco is committed to equal opportunity in the terms and conditions of employment for all employees and job applicants without regard to race, color, religion, sex, sexual orientation, age, gender identity or gender expression, genetic information, marital status, national origin, disability, citizenship or veteran status. We will consider qualified candidates with criminal histories in a manner consistent with the requirement of the San Francisco Fair Chance Ordinance.