

Job Description – Employment Manager

Location: Roca Boston

FLSA Classification: Non-Exempt

Organizational Overview

Roca has been serving young people in Massachusetts since 1988. We currently serve over 1,000 young people across 21 communities in Massachusetts, with three fully operating sites in Chelsea, Boston, and Springfield, and two satellite sites in Lynn, and Holyoke, MA. We are also in the planning phase of replication in Baltimore, MD, with a fully operational site set to open in Summer 2018. All of our sites serve high-risk young men, and our Chelsea and Springfield sites also serve high-risk young mothers.

Roca’s work is based on the theory that young people, when re-engaged through positive and intensive relationships, can change their behaviors and develop life, education, and employment skills to disrupt the cycles of poverty and incarceration. Roca’s Intervention Model engages the highest-risk 16-24 year olds in a long-term process of behavior change and skill building opportunities. Understanding that meaningful change doesn’t happen overnight, we deliver an Intervention Model that is four years long and allows for relapse during the process. We know that lasting change requires a safe space to grow and to flex newly acquired decision-making skills. If a young person is seeking change or can make it through our model without relapsing, then they are not a candidate for Roca and can likely be served by a less intense program.

Our Intervention Model is a cognitive-behavioral intervention based on the evidence-based practices of community corrections. It is the only community corrections model that is delivered on the street, to high-risk young people, by a non-mandated authority. The Intervention Model has five components: Relentless Outreach, Transformational Relationships, Tailored Programming, Engaged Institutions, and Performance Based Management.

Position Overview

This position will report to the Site Director and work strategically with the Chief Advancement Officer and Employment Team. The Employment Manager is responsible for oversight of all employment programs including basic and advanced transitional employment, rapid placement services, and all job placement activities. The Employment Manager will supervise the TEP Crew Supervisors and the Employment Services Specialist.

The Employment Manager will work on the development of relationships with employers and partners for Basic and Advanced Transitional Employment work contracts; conduct placement of young people in Advanced Transitional Employment Slots, and ensure quality and timely job placement, rapid placement, replacement, and retention efforts for young people in the model. Job placement, long-term retention and growth to employment with a living wage and beyond is a key goal of Roca’s intervention model. In addition, this position will need to work closely with Youth Workers and other program staff as appropriate to move young men through the benchmarks toward long term employment placement.

Responsibilities

- Understand, practice and promote the vision, mission, and values of the organization.

Core Functions	Bottom Lines and Expectations	Targets
Transitional Employment Program	<ul style="list-style-type: none"> • Manage and lead crew supervisors to fully implement the transitional employment program and achieve targeted benchmarks 	<ul style="list-style-type: none"> • Work Crew Fill Rates at 125% for basic crews,

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Implementation and Results	<ul style="list-style-type: none"> Responsible for participant hiring, firing, re-entry, and tracking in the program Responsible for all ensuring crews meet contract deliverables and meet or exceed performance expectations Use data reports to manage and improve attendance and performance of participants on a daily, weekly, monthly basis Work in coordination with management, and Youth Workers to meet crew fill rates and support on time progress of young people through transitional employment Work with key employment partners to develop relationships for ATE Slots and job placements Coordinate and support training for ATE and job placement based on employer informed feedback Review candidate list, manage, and perform appropriate job matching activities for ATE Slots. Follow up with youth workers regarding participant retention and need for support/replacements. Work with participants who require replacement in a new position, seeing to achieve replacement within 30 days. Maintain Efforts to Outcomes (ETO) data base through data entry of all work with participants on a daily/weekly basis, completion of assessments and all other tools as required for evaluation purposes Work with the Program Manager on agenda and delivery of Development Day for young people. Schedule monthly site visits of local employers for young men to experience and see a variety of employment opportunities and atmospheres. Responsible for completion of all tools for payroll and contract tracking (paper and ETO) with accuracy and timeliness Deliver Workforce Readiness and CBT programming as needed. 	<ul style="list-style-type: none"> 100% fill rate for advanced crews 80% of participants on track for on time transition from TEP 100% of Workforce Behavioral Assessments completed & reviewed weekly 100% on time completion of worksite verifications/payroll
Job Placement Program Implementation and Results	<ul style="list-style-type: none"> Responsible for managing workforce readiness and job placement programming to ensure timely and quality programming Oversee and assist in implementation of workforce readiness/employment programming and/or techniques to develop soft skills for high-risk young people as assigned (resume writing, interviewing, communications, etc...) Responsible for overall management of Rapid Placement processes for all eligible participants including: pre- 	<ul style="list-style-type: none"> 80% of caseload on timeline track for WFR and Job Placement 100% of rapid placement participants tracked through process 100% of job placement participants tracked

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	<p>placement requirements; initial placement meeting; placement vetting; application process, placement, and the replacement process.</p> <ul style="list-style-type: none"> • Provide employment based coaching to rapid placement positions, providing support and feedback to retain placements and/or coaching as participant’s transition between placements. This will include the delivery of CBT and workforce readiness coaching as appropriate. • Conduct all research necessary to develop an adequate pool of jobs for young people seeking employment and/or reaching job readiness benchmarks. • Follow up with participants and employers regarding job placement activities. • Follow up with youth workers regarding participant retention and need for replacements. • Utilize ETO reports and data to track participant progress and own performance in moving young people through change process and achieving expected performance indicator targets • Oversee youth work of TR3 participants to ensure 100% compliance with implementation, benchmark completion and progress toward outcomes 	<p>through placement & retention (workforce verifications)</p> <ul style="list-style-type: none"> • Employment placement: 90% of timeline targets • 90% replacement rate within 30 days • Maintain active list of various level jobs accurate and up to date • Daily ETO Data Entry • Weekly Job Placement Reports and Workforce Readiness Reports for Tracking & Planning • 100% compliance with ETO and all evaluation tools • Contact Standard Average remains within 10% of weekly, monthly standards by level for TR3s
<p>Management, Leadership, and Continuous Improvement</p>	<ul style="list-style-type: none"> • Run daily debrief check ins with team to address immediate coaching needs and issues • Run weekly team meetings and monthly trainings to support on-going development and continuous improvement of operations and implementation of TEP and Employment • Provide weekly supervision of TEP staff, Employment Specialist, and TR3 Youth Worker for timely feedback and coaching, professional development, and corrective action as needed • Assess competencies and identify developmental needs of staff members and ensure plans are in place for each team member to meet developmental goals • Responsible for understanding and learning labor market trends and job ladders for target populations and sharing information internally 	<ul style="list-style-type: none"> • 90% of weekly supervision completion • 100% of staff have annual evaluations (w/development goals) completed on time • Quarterly program caseload analysis, understanding needs, sufficient WFR & employment programming plan is completed

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	<ul style="list-style-type: none"> • Work closely with other managers to track participant progress to ensure they are meeting workforce readiness benchmarks and are ready to place in employment by 21 months from enrollment. • Work closely with management and youth workers to track participants through the rapid placement process. • Use ETO data and reports daily to drive a performance culture and ensure progress toward programmatic benchmarks and outcomes • Work in partnership with other managers to conduct team building and developmental trainings that enhance team/site culture, performance, and implementation. • Write and use work plan for multiple tasks and work of assigned programs (annual, monthly review, intensive quarterly updates) • Review and prioritize work, needs, continuous improvement across assigned programs • Ensure appropriate integration with other components of Roca, and take responsibility for key processes affecting workforce readiness and job placements • Work in partnership with cross site teams to ensure high quality implementation and continuous improvement of workforce readiness 	<ul style="list-style-type: none"> • 30, 60 , 90 work plans are completed • Daily/weekly ETO report use
<p>Contract and Employment Partners and Networks</p>	<ul style="list-style-type: none"> • Maintain weekly contact with all contract partners to ensure satisfaction with completion of work • Responsible for verifying daily/weekly billable hours for work contracts • Assist in finding and securing new crews and ATE slots • Work in partnership with Director to immediately address and respond to contract concerns/issues • Maintain relationship with business contractors • Work closely with the Site Director, the Chief Advancement Officer, and the Employment Specialist to strategically identify and build employer database of appropriate rapid placement employment opportunities for eligible participants. • Ensure a pool of appropriate job openings including those appropriate for both individual placements and larger scale employers seeking multiple employees. • Represent Roca as required in meetings with local and regional government agencies, partners and community organizations. • Monitor, track, and maintain relationships with key employment and community partners 	<ul style="list-style-type: none"> • High Satisfaction rate of customers-need tool • 100% billable hours/contract met per month • 100% employer partners tracked in ETO • Develop and maintain TEP Contracts to meet needs based on young people needing slots • Develop min 10 new ATE Employer contacts per year

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		<ul style="list-style-type: none"> • Ensure 5-7 new employer relationship targets weekly for job placement • 100% employment partner efforts tracked at determined level rate (weekly/monthly)
General Responsibilities	<ul style="list-style-type: none"> • Serve as active member of organizational middle management team; attend standing meetings as appropriate, as well as program operations mtgs • Work in partnership with the senior and middle management team of Roca to lead, manage and sustain the organization • Engage in ongoing personal and professional development to increase capacity to serve young people through High Risk Youth Intervention Model. • Appropriately use and care for resources of the organization that support the operations and delivery of the model (i.e. programming, facilities, vans, supplies, equipment, etc) • Other tasks as assigned 	

Qualifications

The very nature of Roca’s work requires an individual of great commitment and energy to the mission. Roca seeks a highly driven individual who is good fit both personally and professionally for the culture of Roca. In addition, the ideal candidate for this position will be a trustworthy decision-maker. He/she will have a sense of humor, feel passionate and committed to direct work with high-risk youth, and demonstrate interest in coaching and supporting coworkers.

Roca expects candidates to have the following skills:

- BA preferred/Equivalent experience accepted--Minimum of three years of direct service work with high risk young people
- Understanding and experience working with street involved high-risk young people.
- Capacity for creative problem-solving, conflict resolution, violence prevention
- Strong written and oral communication skills.
- Capacity to think and act intentionally and strategically to help young people change behaviors
- Creative problem-solving and thinking
- Excellent at organizing, managing and completing multiple complex projects and tasks simultaneously with thoroughness, accuracy, timeliness and good humor.
- Self-motivation, initiative, sound judgment, and commitment to ongoing learning are essential
- Ability to work as a part of a team.

Requirements for the position:

- Travel around the service area
- Computer Literate

- Valid MA Driver's License and current Driving Record
- Willingness and ability to work outside of normal business hours, and Holidays and/or weekends as needed.
- Working with diverse cultures
- Excellent attendance and high energy