

Job Description
Franklin Hampshire Employment & Training Consortium

Position Title: Career Services Director
Status: Management, Exempt, Non-Represented
Grade: 10
Location: This position is stationed in Greenfield
Supervisor: Executive Director
Revised: March 2019

Position Summary:

Oversees operation of Franklin Hampshire Employment & Training Consortium (FHETC) adult career services programs within the MassHire Franklin Hampshire Career Centers (MHFHCC) including but not limited to Workforce Innovation and Opportunity Act (WIOA), Trade, Disability Employment programs including Social Security Administration Ticket to Work, the Department of Transitional Assistance (DTA) Competitive Integrated Employment Services (CIES) and Work Program Participant (WPP), On-the-Job training programs, and career pathway training programs. Contributes to planning, programmatic, and fiscal aspects of Career Center operations as a member of the management team. Develops and maintains effective relationships with Career Center partners, social service and educational organizations, training vendors, local/state/federal government agencies. Develops and maintains effective relationships with employers in coordination with the MHFHCC Business Services Team (BizTeam).

Essential Functions/Responsibilities:

1. Manage and supervise Career Services Counselors and other program staff including but not limited to staff assignments, schedules, training, professional development, and performance evaluations.
2. Design and direct programs and develop operating plans in coordination with MHFHCC Management Team, MassHire Franklin Hampshire Workforce Board (MHFHWB), and MHFHCC Partners.
3. Collect, research and stay informed on all statutes/regulations/policies pertinent to MHFHCC program operations and ensure compliance. Prepare and update all required procedural manuals. Document program procedures.
4. Responsible for achievement of all planned programmatic performance goals in accordance with regulatory requirements, schedules and budgets.
5. Designs and supervises intake and eligibility for program customers consisting of orientations, eligibility determinations, enrollment, and file review for all potential and enrolled for all Career Services programs. Supervise and train staff on data entry into database and billing systems utilizing MOSES, CIES Virtual Gateway, Ticket to Work, etc.
6. Develop and execute on-going relationships with governmental agencies, other service agencies, and training providers as well as the general public as they relate to Career Center adult career services including presentations to appropriate groups and acting as liaison to partner agencies.
7. Collaborate with the MHFHCC BizTeam and MHFHWB to learn about area business needs and opportunities for job seekers, develop or adjust programs as needed to meet

- employer needs, and coordinates referral, specialized training and recruitment services, and job development process between the Career Services Team and the BizTeam.
8. Participate in the overall planning for FHETC and Career Center programs and services including customer flow and Career Center service structure. Recommend program activities based on job seeker and employer needs. Track, evaluate, and report on customer satisfaction and success.
 9. With management team and IT, contribute to design of programmatic and fiscal data collection and reporting systems for FHETC and Career Center programs.
 10. Track and monitor overall Career Services program expenditures in coordination with Fiscal Department.
 11. Administer established reporting and monitoring systems, in coordination with the management team. Prepare special reports as needed or requested.
 12. Oversee implementation of various training funds available to MHFHCC especially WIOA Individual Training Account and Supportive Service Systems including: collaborate with the MHFHQB to set Training services policy, supervise eligibility, authorize and monitor training and supportive service expenditures.
 13. Identify potential funding sources and assist with grant writing and grants management.
 14. Conduct Career Services staff meetings to ensure effective coordination and implementation of operations and to identify and design program gaps or improvements.
 15. Participate in career pathway planning and implementation projects as assigned by Executive Director.
 16. Carry out other tasks as assigned by the Executive Director.

Recommended Minimum Qualifications:

1. Bachelor's degree in related field.
2. Professional experience with employment and training programs. At least three years of experience managing similar programs with demonstrated knowledge and understanding of program requirements and implementation for WIOA, Ticket to Work, and MA Comprehensive Integrated Employment Services (CIES) programs.
3. Knowledge of partner social service agency programs and requirements including but not limited to Department of Transitional Assistance, Housing Programs, Massachusetts Rehabilitation, and ABE/ESOL.
4. Each additional year of related experience may be substituted for one year of the educational requirement.
5. Excellent oral and written communication skills.
6. Computer skills with proficiency in Microsoft Office Suite particularly Word, Excel, and Outlook. Database experience helpful. Familiarity with MOSES preferred.
7. Bi-lingual capacity preferred.
8. At least two years of supervisory experience.
9. Ability to establish and maintain collaborative and effective working relationships with staff, managers, and community partners.
10. Demonstrated ability to make effective presentations to governmental and community partner agencies.
11. Strong organizational, administrative, budgeting, and program management skills.
12. Self-motivated with the ability to work independently.

Job Environment and Physical Requirements:

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

1. Has access to a variety of confidential organizational, financial, employee, and customer information. Errors in judgment could severely jeopardize operations or have direct financial or legal repercussions.
2. Work is performed generally in a typical office environment which includes community spaces and varying noise levels.
3. Frequently required to work at a desk and to sit for long periods of time.
4. Regularly convey information verbally and in writing to employees and to the public.
5. Move about inside the office to access file cabinets and office machinery with some bending and stretching required.
6. Must occasionally lift or move objects such as supplies, folders, books, and manuals.
7. Multiple office locations requires lifting and transporting files between offices which may weigh between 10-20 lbs.
8. Manual dexterity to operate a telephone, keyboard, and calculator at efficient speed and to view computer screens, spreadsheets, and documents for extended periods of time.
9. Specific vision abilities include the ability to adjust focus, near and far clarity of vision, ability to maneuver through complex database systems and to explain what is shown to customers and employees.
10. This position requires frequent public communication and verbal presentations (talking, listening, expressing oneself, presenting) with customers, colleagues, and public workshops requiring the ability to hear, speak clearly, and exchange information within a limited time frame.
11. This position is stationed on a regular basis at the Greenfield office with occasional travel to Northampton and Orange access points as well as periodic regional and statewide travel. Must have a valid driver's license and reliable independent transportation.
12. Attendance and work outside of normal business hours is periodically required.

AA/EOE/ADA

This job description does not constitute an employment agreement between FHETC and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

Employee Name (Print)

Employee Signature

Date