



Thrive DC provides meals, basic emergency services, crisis assistance, emergency pantry services, employment training, reentry support, substance use disorder education as well as other support services to vulnerable individuals (experiencing homelessness, low-income, returning citizens, etc.), in a safe, stable environment in Washington, DC. This position will provide specialized employment-related services to clients and manage Thrive DC's workforce development programs.

Job Title: Workforce Development Program Manager

Hours: Monday - Friday 8:30 AM - 4:30 PM

Status: Full Time

Qualifications:

Required:

- Bachelor's degree or equivalent experience.
- Experience in a community-based, nonprofit setting.
- Experience implementing employment readiness programs and/or employment training.
- Effective communicator with people of diverse backgrounds and cultures and ability to interact with a wide range of partners in the community including businesses, community service organizations, and government agencies.
- Computer proficiency and database management skills.
- Positive communication and interpersonal skills.
- Strong work ethic and ability to work as part of a team and independently.
- Enthusiasm, sense of humor, creativity, flexibility, and patience.
- Ability to work in intense, emotionally-charged situations and to model constant patience and calm in a sometimes-chaotic environment.

Preferred:

- Bachelor's degree in vocational rehabilitation, social services, or a related field.
- Three or more years of direct experience working with people transitioning to work and/or other direct social service experience.
- Case management/planning and counseling skills.
- Experience with the local business community.
- Knowledge of and experience with homeless services in DC.
- Previous experience and knowledge in working with persons with serious and persistent mental illness, substance abuse, trauma, etc.
- Ability to speak and write Spanish.



Key Responsibilities:

- Manages Thrive DC's workforce development programs.
- Provides supervision and guidance to other workforce development staff.
- Develops and facilitates relevant vocational workshops, trainings, and groups to program participants to help enhance and develop skills for the workplace.
- Connects with outside trainers and presenters to enhance workforce development curriculum.
- Identifies participants' strengths, skills, abilities and challenges: helps to determine appropriate training and assist with realistic goal setting and appropriate job placement.
- Provides one-on-one and group instruction on soft skills (i.e., expected behavior on the job, proper hygiene, etc.), life skills (i.e., financial literacy, etc.), and other needed and relevant employment and life skills.
- Provides vocationally oriented case management services and follow-up which includes identifying client strengths, assets, transferable job skills, personal objectives, and potential barriers to employment through the intake and assessment process and by developing a plan to attain and retain employment.
- Provides individualized job development and job placement services and opportunities to program participants.
- Assists and supports program participants with job search activities including updating resumes, writing letters, contacting employers, job application completion, interviewing and follow up.
- Tracks and monitors job placements and job retention in accordance with grant and funding regulations and guidelines.
- Builds and maintains relationships with potential employers. Works with employers to support and hire clients completing employment training with Thrive DC.
- Works with job developers and recruiters to cultivate opportunities and create pipeline to employment for the client community.
- Researches and identifies job leads for all program participants.
- Networks with the workforce development community, including local businesses and the social services system, to ensure access to available resources for program participants.
- Assists clients in finding and using alternative resources required to achieve employment goals, and move towards greater self-sufficiency (including other support services such as – ESL, immigration services, childcare, transportation, etc.)
- Manages the Real Opportunity Employment Training Program (Culinary Training within the Thrive DC kitchen).



- Provides follow-up support services to former Thrive DC's clients and Real Opportunities graduates to help maximize job retention, facilitate wage progression, encourage further education, and obtain documentation of outcomes.
- Manage workforce development database input and reporting.
- Help recruit community organizations and individual volunteers to partner with the Thrive DC to provide educational and enrichment programming to clients; and schedules partner providers and volunteers to ensure consistent calendar of presentations and activities.
- Help prepare clear and concise reports and documentation when needed.
- Occasional physical labor including lifting, carrying, cleaning, etc.
- Other duties as assigned.

Please send a thoughtful cover letter, and a resume, in PDF format to:
HR@thrivedc.org