



Job Description

Job Title	Youth Sector Leader		
Employed by	Dynamic Workforce Solutions		
Reports to	Title	Project Director	

Salary:	\$33,000 - \$42,000	Type of position: FT	Hours <u>40</u> / week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt
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**PURPOSE**

Manage center Dynamic Futures team to achieve performance objectives. Implement policies and procedures in adherence to federal, state, and local guidance. Direct, coordinate, and review activities of Dynamic Futures Career Specialists and other direct reports assigned to meet performance objectives.

**KEY ACCOUNTABILITIES**

- **Team Goals** – Manage and lead Dynamic Futures team to exceed performance for the program. *Measure – Achieve contract performance measures for the assigned industry sectors.*
- **Staff Goals** – Establish, monitor, and evaluate Dynamic Futures Career Specialists while instituting timely and appropriate corrective actions as approved by the Career Center Manager. *Measure – Percent of staff achieving expected performance measures.*
- **Leadership and Communication** – Be actively engaged within all relevant operations that lead to success for the staff, sectors, center, and program. Analyze industry-based data, identify and communicate business needs, and mobilize staff to take action. *Measure – Percent of staff achieving expected performance measures; timely and quality implementation of procedures.*
- **Effective and Compliant Case Management** – Identify and recruit eligible and suitable program participants. Identify career seeker barriers and refer to appropriate resources (internal or external) to overcome barriers. Provide career advisement including the development of individual employment/placement plans, referrals to jobs, placement in training or education programs, job placement or advancement, and retention services. Acquire and maintain ongoing programmatic competency to ensure compliant management of cases. Accurately document customer interactions through well-written case notes. *Measure – Achieve contract performance measures for assigned cases including goals for clients served, entered employment and credential rates, and program participation; achieve annual error rate of no greater than 3% from program monitoring.*
- **Dynamic Futures** – Effectively implement the Dynamic Futures Young Adult Program. *Measure – Quarterly observation evaluation.*
- **Placements** – Successfully place Dynamic Futures participants in unsubsidized employment. Work closely with Sector Leads, Business Account Executives, and Talent Acquisition Specialists to integrate youth cases into job matching, recruitment, and other placement activities. *Measure – Total placements achieved; quality referral form ratings.*
- **Work Experience** – Work closely with the Work Experience Coordinator and the WIOA Program Manager to ensure participants are assessed and appropriately matched to work experience opportunities. *Measure – Achieve contract measures for placements; full expenditure of work experience funds.*

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<ul style="list-style-type: none"> <li>– <b>Skill Gains</b> – Guide customers who are basic skills deficient through remediation to eliminate educational barriers and attain skill gains. <i>Measurement – Achieve contract performance measures related to youth skill gains.</i></li> <li>– <b>Customer Satisfaction</b> – Ensure that the youth team staff are appropriately engaging customers to exceed customer satisfaction standards. Maintain high levels of customer satisfaction by providing valued and timely services. Customers include both career seekers and employers. <i>Measure – Achievement of customer survey response and rating goals.</i></li> <li>– <b>Total Quality Management</b> – Ensure that case files meet or exceed programmatic requirement. <i>Measure – Meet monthly self-monitoring and customer follow-up requirements; achieve annual error rate of no greater than 3% from program and follow-up monitoring.</i></li> <li>– <b>Performance Management</b> – Responsible for all facets of personnel management for assigned staff (in coordination with Sector Leader, Program Manager, Career Center Manager, and other partners) to include hiring, development, performance review/evaluation, corrective action, and termination. <i>Measurement – Meeting annual staffing budget for assigned sector; percent of staff achieving expected performance measures.</i></li> </ul>	
<b>WORK EXPERIENCE REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>– Minimum of two years’ experience in staffing, recruiting, or workforce development with at least one year’s experience in direct management or lead/coordinating role.</li> <li>– Minimum one year experience working with at-risk youth populations.</li> <li>– Previous experience in workforce development is preferred.</li> </ul>	
<b>KNOWLEDGE, SKILLS AND ABILITIES</b>	
<ul style="list-style-type: none"> <li>– Understand the recruitment, data entry, and customer requirements for all funding streams.</li> <li>– Understand and follow program policy.</li> <li>– Knowledge of employment recruiting practices.</li> <li>– Ability to engage, understand, and respond to the needs of business accounts.</li> <li>– Proficient with Microsoft Office.</li> <li>– Outstanding critical thinking and interpersonal communication skills are required to motivate career seeker.</li> <li>– Demonstrated ability to handle conflicts in a professional manner and maintain high levels of customer satisfaction.</li> <li>– Must have the ability to work in a fast-paced and diverse environment.</li> <li>– Must be able to work in multiple mediums for training delivery (i.e., internet, classroom, print, etc.).</li> <li>– Manage multiple priorities to ensure that deadlines are met.</li> <li>– Excellent verbal and written communications skills are necessary.</li> <li>– Ability to accurately document customer interactions through well-written case notes is a must.</li> <li>– Experience with Employ Florida Marketplace (EFM), One-Stop Service Tracking (OSST), and FLORIDA is preferred.</li> <li>– Knowledge of business practices within specific industry preferred.</li> <li>– Strong familiarity with regulatory entities and their laws and guidance that apply to job posting and recruitment, individual training accounts, employed worker training, customized training, and on-the-job training.</li> </ul>	
<b>APPLICABLE STRENGTHS THEMES</b>	

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<p>CareerSource Capital Region is a Strengths Management organization. For a brief description of the Strengths themes go to: <a href="http://www.strengthstest.com/theme_summary.php">http://www.strengthstest.com/theme_summary.php</a> and for more information go to <a href="http://www.strengthsfinder.com">http://www.strengthsfinder.com</a>. It is required that all staff understands and demonstrates daily usage of their own Strengths. Strengths are important to the successful operation of the organization and as such a combination of the following Strengths is preferred.</p>		
<b>Primary Strengths Themes</b>	<b>Secondary Strengths Themes</b>	
Achiever, Analytical, Command, Competition, Developer, Focus, Futuristic, Individualization, Input, Relator, Woo	Activator, Arranger, Belief, Command, Communication, Consistency, Discipline,	Empathy, Intellection, Learner, Maximizer, Positivity, Restorative, Strategic
<b>EDUCATION REQUIREMENTS</b>		
– Bachelor’s degree or equivalent experience is required. Areas of specialization in Human Resources, Communications, Training and Development, Education, Business, Psychology, or closely related field is preferred.		

STAFF (PRINT NAME)	
STAFF (SIGN)	Date
SUPERVISOR (PRINT NAME)	Title
SUPERVISOR (SIGN)	Date
DATE HIRED	