



Job Posting Announcement

Posting Date: May 29, 2020

Posting Number: 1166570

Classification: Contact Tracer Management

Functional Job Title: Workforce Development Supervisor

Grade/Salary Range: 97D (\$50,000- \$85,000)

Location: Remote/Telework

Status: Temporary Position

Position Overview

The Workforce Development Supervisor will be based at the Mayor's Office of Employment Development (MOED). The Supervisor will oversee a team of Career Navigators providing job coaching and other career development support to temporary staff members at the Baltimore City Health Department (BCHD) who are part of the team responding to COVID-19. The Career Navigators will work with the temporary staff members from the time of hire through their transition into permanent positions following employment.

The Supervisor will collaborate with MOED's Business Services team to job match and develop employment opportunities for the temporary hires and will help coordinate legal and mental health services offered as part of workforce support.

Essential Duties and Responsibilities:

- Monitor Career Navigator activities to improve employment outcomes and provide workforce services leading to employment opportunities for residents
- Develop and maintain a collaborative relationship with MOED, BCHD, other partners, local organizations, and business stakeholders in an effort to link customers to workforce resources and employment support services
- Conduct data analyses, prepare briefings, summary reports, and other written correspondence
- Monitor Career Navigator team for compliance with program outlines
- Evaluate program's ability to meet performance goals
- Ensure that a broad menu of employment-related services is offered and delivered to the community
- Work with case managers and other staff to identify appropriate candidates for skill development and employment opportunities
- Facilitate weekly meetings with staff to address specific issues concerning program implementation and operations to achieve program outcomes
- Maintain relationships with community partners to ensure services are aligned and provided efficiently through robust referral system
- Maintain accurate and accessible records to facilitate reporting of performance data and outcomes, provide documentation and data in a timely fashion, and track and monitor performance in the Maryland Workforce Exchange
- Perform supervisory functions to include interviewing, performance monitoring, and coaching
- Support program staff in overcoming barriers to meeting goals and objectives by maintaining open and accessible communications and providing opportunities for performance improvement and professional development
- Perform other duties as required

Knowledge, Skills and Abilities:

- Ability to develop, foster and maintain effective working relationship with MOED clients, program participants/ customers, co-workers, public and private agency staff
- Experience working with individuals with racially and economically diverse backgrounds
- Knowledge of workforce development issues, current state and local workforce investment systems, partner agencies, and other relevant organization workforce development, education and training programs
- Knowledge of private-sector job structure
- Ability to lead a small team of professionals and function as team member
- Ability to analyze and recommend resolution of employment and training challenges
- Ability to identify and resolve administrative issues within program
- Strong written and verbal communication skills
- At least intermediate skills in software programs including MS Office Suite Word, Excel, and Power Point and familiarity with database programs
- Project management skills and presentation skills
- Strong organizational skills and ability to execute work assignments on time and in format required

Required Education and Experience:

- Associate's degree and two years of experience, including supervisory experience in workforce development
- Or any equivalent combination of education and experience

**Interested applicants may submit their resume via email resumes@oedworks.com.
Please place Job Title and Posting Number in the subject line.**

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