



Unit Supervisor Job Posting Announcement

Posting Date: 04/20/2021

Compensation: \$19.00/hr.

Dates of Employment: June 28, 2021 thru September 10, 2021

Location: Hybrid ~ Telework & Onsite at 100 West 23rd Street Baltimore, Maryland 21218

About City of Baltimore, Mayor's Office of Employment Development:

The Mayor's Office of Employment Development (MOED) coordinates and directs workforce development initiatives responsive to the needs of Baltimore City employees and job seekers in order to enhance and promote the local economy. At MOED, we view our mission broadly to deliver *economic justice to our city!* To us, economic justice means creating an equitable workforce system for all residents – especially those who have been generationally and systemically disadvantaged – one that is responsive to their needs and ensures viable economic opportunities. Our vision is for every City resident to maximize his/her career potential and all employers have the human resources to grow and prosper – *a workforce system that works.*

Baltimore **YouthWorks** Summer Jobs Program is one of the largest summer jobs initiatives in the nation. For the past 5 years, the goal has been to offer 8,000 City youth an opportunity to work and earn wages during the summer months. Built on the unspoken expected reality that a large percentage of black and brown youth would have unequal access to a summer job because of structural and institutional racism, **YouthWorks** prioritizes those most impacted – youth receiving public assistance, low wage families and youth connected to the Department of Juvenile Service.

Position Overview:

This is a service delivery position where work duties involve direct management of a youth work unit. Assignments are carried out in accordance with Baltimore City (COB) and the Mayor's Office of Employment Development (MOED) - Youth Services Division procedures and policies. Work is performed under close supervision of a MOED administrative superior.

Essential Duties and Responsibilities:

- Coordinate and manage the registration process with **YouthWorks** Online System
- Manage Youth Works Pre-Summer Assessment staff, Clerical staff, and Summer Unit staff consisting of Unit Support, Job Coaches and Unit Clerk
- Provide instructions to staff and relay operational policies and procedures for internal use and to program partners
- Responsible to ensure summer youth participant electronic folders meet audit guidelines, i.e. I-9 is correctly completed and work permits transmitted to Labor, Licensing and Regulations
- Assign selected summer youth to worksites in their (geographical) area
- Generate correspondence to worksites, youth and parents; along with internal routine reports
- Approve worksite application, work plan and virtual platform information
- Supervise electronic preparation of youth worker timesheets and attendance sheets
- Management of payroll process to ensure accurate recording of time worked to meet payroll expectations
- Supervise the electronic generation and collection of time sheets, pay cards and charm cards, along with tracking tools to ensure proper distribution and collection of required forms.

- Resolve personnel and worksite concerns and challenges; document and file all worksite and youth concerns/challenges
- Confer with worksite personnel to resolve youth worker challenges; Notify worksite, youth and parent of youth workers who must be terminated due to non-compliance with Summer Job performance standards
- Assist with coordination of YW program events
- Assist with the identification of quality virtual and in-person worksites and conduct in-person worksite tours as necessary.
- Re-assign work of absent staff and/or complete work duties as needed
- Prepare staff evaluations
- Assist with the facilitation of staff and worksite supervisor training
- Represent the Agency and customer service philosophy, policy and procedures with the utmost integrity
- Perform other related work assignments as directed

Knowledge, Skills and Abilities:

- Solid ability to operate Microsoft Office software, Google doc
- Proficiency in various virtual communications platforms such as WebEx, Zoom, Google Meets and Microsoft teams
- Ability to speak and converse with multiple sized audiences either in-person or virtually as applicable
- Solid knowledge of completing data entry and search functions in using agency, city and state software programs including all operating YouthWorks procedures
- Solid time management and customer service skills to effectively manage multiple priorities
- Solid interpersonal communication skills to include verbal and written, active listening, critical thinking and counseling skills
- Analytical skills, adapting readily to changing priorities, must be able to multi task, detail orientated and ability to maintain confidentiality.
- Solid skills to quickly evaluate service delivery issues and identify resolution

Minimum Required Education and Experience:

- Bachelors in Human Services and 3 years of experience working in human services field and/or equivalent education and experience

Additional Requirements:

- Access to a computer or laptop with a microphone and camera and high-speed internet capabilities
- Ability to pass a mandatory criminal background check and drug screen
- Ability to work onsite & remotely hours between 9:30am- 6:30pm.
- Must be flexible to work mornings and Saturdays when directed
- Attend all program trainings
- As directed by Program Manager and Program Coordinator, staff hours may occasionally be shifted to 8:30AM to 4:30PM

Interested applicants may apply via this [link](#).

City of Baltimore, Mayor's Office of Employment Development is an Equal Opportunity Employer and Service Provider