



PRE SUMMER Youth Works Temporary Position: UNIT SUPERVISORS

(3) UNIT SUPERVISOR January 4 – June 26, 2021 **Possible Contract Renew June 28, 2021 – September – end date will be determined.**

(1) VIRTUAL COORDINATOR UNIT SUPERVISOR January 4 –June 26, 2021 **Possible Contract Renew June 28, 2021 – September – end date will be determined.**

(4) UNIT SUPERVISOR March 1, 2021 –June 26, 2021 **Possible Contract Renew June 28, 2021 – September – end date will be determined.**

Salary: \$19 per hour

Overview and Essential Duties:

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. Position duties include, but not limited to the following:

- 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

Qualifications:

- Bachelors in Human Services and 3 years of experience working in human services field and / or equivalent education and experience
- 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 YW 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
- Must be willing to use your personal computer equipment and personal phone equipment as applicable and when required
- Must have a valid, unexpired *Maryland* driver's license
- Must be willing to use personal vehicle during summer youth temporary assignment for the completion of assigned duties on a daily basis as needed

Special Notes:

- Criminal Background Investigation
- Must be flexible to work mornings and Saturdays when directed
- Attend all program trainings
- Standard work schedule for this position is 12:00pm to 8:00pm: January through March
- As directed by Program Manager and Program Coordinator, staff hours may occasionally be shifted to 8:30AM to 4:30PM