



POSITION ANNOUNCEMENT: Program Associate

Estimated Start Date: July 2018

Position Scope: The Program Associate contributes to the development and delivery of the Frontline Focus Training Institute (FFTI) and is responsible for managing the day-to-day operations of its public training program. These activities will include: implementing up to 20 trainings per year, facilitation, conducting site visits, surveys and focus groups, managing evaluation tools and marketing. This position is full-time and reports to the Director of FFTI.

Chicago Jobs Council's (Jobs Council) vision is that all people, regardless of where they start or where they've been, can access employment as a pathway out of poverty. The Jobs Council moves people out of poverty through employment using on-the-ground expertise, advocacy, and capacity-building. The Jobs Council's membership includes over 100 organizations and individuals who work together to influence the development and reform of public policies and programs designed to move people out of poverty, into the workforce and into better jobs.

Key Duties and Responsibilities for the Frontline Focus Program Associate include:

- **Project Management:** Coordinate day-of training logistics of all trainings; Convene FFTI leadership cohorts (e.g. Success Drivers, Ambassadors, etc.); Develop agendas, coordinate communication, prepare materials, facilitate, and follow-up on trainings and various stakeholder meetings.
- **Facilitation:** Develop/use expertise in workforce development best practices to facilitate trainings for frontline staff; Recruit and train guest speakers, content experts, and other facilitators in FFTI training philosophy.
- **Curriculum Development:** Lead the development of new curriculum based on identified gaps/challenges faced in the workforce field; Revise existing curriculum based on evaluative feedback, new research and emergent best-practices; Contribute to the design/development of resources including new e-learning tools for the field.
- **Strategic Direction & Growth:** Support FFTI Director in raising FFTI's national profile; Identify and design local and national customized training opportunities; Develop new "business" partnerships through strategic outreach; Contribute to FFTI work plan, vision, and budget development; Develop annual training calendar.
- **Marketing & Fundraising:** Lead development and execution of annual FFTI marketing plan and materials (print and electronic); Source new "customers" for FFTI programming; update and grow FFTI email lists; Serve as FFTI liaison to CJC Communications Committee; Assist with grant writing.
- **Evaluation:** Lead the design and implementation of training evaluation tools; Monitor training performance goals and outcomes; Create metrics dashboard; Conduct focus groups as needed; Generate and report out on FFTI outcomes and performance in team, staff, board meetings.
- **Stakeholder Engagement:** Co-lead/implement Workforce 360 monthly stakeholder meetings and quarterly steering committee meetings; Provide ongoing technical assistance by responding to information requests from providers, administrators, funders, and other stakeholders; Participate in site visits to provider organizations.
- **Leadership:** Supervise FFTI Interns as needed; Serve on organization-wide committees/task forces as appropriate (ie. strategic planning, annual meeting etc.)

Requirements for the Program Associate:

Personal Qualities

- Commitment to the advancement of CJC's organizational mission.
- Passion for CJC core values: stable employment & strong communities; equity; evidence & on-the-ground experience; inclusion & collaboration.
- Commitment to continuous improvement (i.e. generate or support ideas to improve efficiency, effectiveness).

- Possesses self-starting work habits (sees what needs to be done without being told) that demonstrate a clear understanding of CJC's priorities and one's own job responsibilities, while at the same time being open to receiving direction.
- Participates well in a team including listening to and respecting team members' ideas, willingness to provide backup on other team members' projects, display of adaptability when a change is made, and open to incorporating team feedback on work.
- Strong interpersonal skills and ability to cultivate relationships with a diverse group of individuals participating in CJC program activities as well as with other stakeholders.
- Possesses self-confidence, including a belief in one's ability to accomplish a task and select an effective approach to a task or problem, confidence in one's own decisions or opinions, reflects on lessons learned from failures and successes.
- Possesses patience and a non-judgmental attitude.

Skills

- Demonstrated, advanced facilitation skills.
- Clear, concise, and persuasive communication skills (written, verbal, listening).
- Excellent organizational and time management skills that allow for the handling of multiple and competing priorities while meeting short and long term deadlines.
- Strong creative problem solving skills including adaptability and flexibility in identifying new strategies to achieve a goal.
- Exceptional critical thinking and analytical ability; demonstrated ability to balance creativity and logic when making decisions after adequately contemplating various courses of action and collection of facts.
- Ability to interpret complex data/information and explain it to multiple audiences.
- Ability to think strategically, balance long term vision with daily tasks.
- Attention to detail and excellent follow through.
- Ability to delegate tasks.
- Proficiency with computer applications in Windows environment, especially Microsoft Office Suite applications, web-based survey tools, online database and website management (or demonstrated ability to learn quickly).

Experience

- Minimum post-secondary education; Degrees or certifications related to education, training, counseling, and/or social work preferred.
- Training, teaching or facilitation experience with ability to tailor presentations to different audiences.
- Curriculum development experience.
- Successful meeting/event planning and/or project management experience.
- Experience making decisions and taking responsibility for project outcomes.
- Marketing experience a plus (i.e. developing print and digital materials, attracting new audiences, etc.).
- Familiarity with public policies and programs that impact people living in poverty, particularly in the area of workforce development.

Compensation for the Program Associate position includes \$47,500 annual salary and excellent benefits. To apply, please submit cover letter and resume via <https://cjc.bamboohr.com/jobs/view.php?id=26>. Applications will be reviewed on a rolling basis until position is filled.

THE CHICAGO JOBS COUNCIL IS AN EQUAL OPPORTUNITY EMPLOYER. The Jobs Council is committed to building an inclusive staff and strongly encourages applications from individuals of color, people with disabilities, individuals with diverse backgrounds, and those whose life experience is underrepresented in employment programs and policies.