



POSITION ANNOUNCEMENT: Program Manager

Estimated Start Date: July 2019

Position Scope: The Program Manager is a 24-month, full-time position designed to implement and oversee an initiative to train youth-serving individuals in the Chicago College and Career Advising Credential (CCCAC). Responsibilities will include curriculum development and revising, train-the-trainer instruction, facilitation services, and related technical assistance. This position is part of the Chicago Jobs Council's capacity building team and additionally contributes to team goals. The Program Manager position reports to the Director of Frontline Focus Training Institute.

CCCAC History: CCCAC was originally developed to equip Chicago Public School counselors and other educational personnel (e.g. teachers, principals, advisors) with the knowledge necessary to advise students on their post-secondary options. In 2018, the Chicago Jobs Council, in partnership with Youth Guidance, revised the credential to better incorporate information about other post-secondary options beyond college (e.g. apprenticeship, career, military, job training, service/gap year). Now, through the Frontline Focus Training Institute of the Chicago Jobs Council, the CCCAC curriculum will be made available to any adult working with youth to support them in their postsecondary journey.

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. Since it was established in 1981, the Jobs Council's membership has grown to include 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 Program Manager include:

- **Curriculum Revision:** Revising existing CCCAC curriculum to incorporate relevant updates, emerging best practices, and racial equity and implicit bias; collecting, reviewing and synthesizing best practices in youth development, post-secondary pathway options, etc.; designing experiential, hands-on activities for adult learners
- **Facilitation:** Providing train-the-trainer instruction on the CCCAC curriculum; facilitating multi-session cohorts as well as one-off trainings; identifying guest speakers and onboarding new, supplemental trainers to help support facilitation; facilitating equity conversations
- **Technical Assistance:** Providing ongoing technical assistance by responding to information requests from providers, administrators, funders, and other stakeholders; convening communities of practice
- **Marketing & Evaluation:** Developing and deploying a marketing plan to recruit participants; managing the design and implementation of evaluation tools; and helping monitor training goals and outcomes
- **Administration and Management:** As needed, maintain contracts, manage consultants, complete grant reports and other written products, and participate in funder briefings and related meetings

In addition to the above primary duties, the Program Manager is part of the Frontline Focus capacity building team and provides content development, facilitation and other support as needed to advance its goals.

Requirements for the Program Manager

Personal Qualities

- Commitment to the advancement of the Jobs Council's organizational mission
- Commitment to continuous improvement (i.e. generate or support new ideas to improve the Jobs Council's efficiency and/or effectiveness)
- Possesses self-starting work habits (sees what needs to be done without being told) that demonstrate a clear understanding of the Jobs Council'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 openness to incorporating team feedback on written communications
- Strong interpersonal skills and ability to cultivate relationships with a diverse group of individuals participating in the Jobs Council program activities as well as with other stakeholders
- Interest in the areas of program development and youth development, as well as supporting communities of practice and professional development for adult learners
- 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, ability to reflect 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 ability to identify new strategies to achieve 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
- Good listening skills
- Ability to collaborate and seek support when needed
- Ability to stay on top of emerging trends in the field
- An understanding of one's own implicit biases and comfort with facilitating equity conversations
- Proficiency with computer applications in Windows environment, especially Microsoft Office and G-Suite applications, web-based survey tools, online database and website management (or demonstrated ability to learn quickly)

Experience

- Familiarity with public policies and programs that impact people living in poverty, particularly in the area of youth workforce development; knowledge of post-secondary pathways
- Training, teaching or facilitation experience, including train-the-trainer experience, with ability to tailor presentations to different adult audiences
- Curriculum development experience including writing and researching
- Successful meeting/event planning and/or project management experience
- Minimum 5-7 years of related experience

- Minimum post-secondary credential; Degrees or certifications related to education, training, counseling, and/or social work preferred.

Compensation for the Program Manager position includes \$60,000 annual salary and excellent benefits. To apply, please submit cover letter and resume via <https://cjc.bamboohr.com/jobs/view.php?id=29> 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.

The Jobs Council recognizes that systemic, institutional and individual racism creates disparities in the way people of color fare in the labor market. We are continuously working to review and update our practices, policies, and procedures using a racial equity lens in order to achieve more equitable outcomes for *all*.