Director of Community Impact

Workforce Mid-South leads the way in connecting job seekers and employers, providing skills training and work opportunities for youth and adults, analyzing and sharing data to educate the public on workforce needs, and aligning community partners around workforce initiatives to help make Greater Memphis a place of economic opportunity for all. At Workforce Mid-South, we believe individuals and communities prosper when residents have access to gainful employment and businesses have access to a skilled workforce; that way, the people who live or work in our region have the opportunity to thrive.

On behalf of the Greater Memphis Local Workforce Development Board, Workforce Mid-South is a regional policy board composed of a cross section of business, labor, education and economic development organizations focused on the region’s most complex workforce issues. Workforce Mid-South oversees the planning and implementing provisions of the Workforce Innovation and Opportunities Act (WIOA) which is designed to assist job seekers with access to employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Alongside its legislated functions, Workforce Mid-South plays a leadership role in a number of regional workforce initiatives and is the lead voice and advocate related to talent pipeline creation and workforce development in Greater Memphis. Additionally, Workforce Mid-South leads workforce projects with a regional lens encompassing the larger Mid-South geographic footprint and ensures alignment in the holistic workforce ecosystem.

The Position

We are looking for an experienced workforce executive to supervise a wide range of programs across the Greater Memphis Local Workforce Region and the Mid-South at large. You will be responsible for the delivery and overall success of each program. You will supervise managers and inform leadership on progress and performance. A successful Director must have a broad knowledge of program management principles. Specialized experience with federal WIOA regulations and programs is prioritized. Candidate should have a strategic mindset as well as be able to lead and develop their subordinates. The goal is to ensure every program will be delivered successfully and add the highest possible value to the organization and to the community.

The Director of Community Impact supervises plans, organizes staff and directs programs and activities of Workforce Mid-South operations funded through various sources. At the direction of the President, the incumbent will develop and implement program management policies and administrative practices. They will perform or oversee the most complex and sensitive assignments.
**Examples of duties:**

- Assists the President in managing and coordinating the planning, monitoring, and program operation activities, contract and grant management, program analysis and evaluation.
- Directs and evaluates the work of all direct report managers.
- Represents the department with Federal, State and local agencies.
- Interprets and implements Federal, State and local laws, regulations and policies.
- Analyzes problems and proposes changes in policies and internal operations to resolve problems; makes recommendations on staffing and budgetary needs.
- Coordinates planning activities; develops goals and objectives and provides technical assistance to staff in achieving them.
- Oversees program monitoring and corrective action processes.
- Oversees the execution of all non-WIOA funded regional grants at the direction of the President.
- Create and execute a standardized rubric to effectively gauge organizational impact.
- Oversees the development and implementation the Quarterly Regional Impact Report.
- Support Workforce Mid-South Operations team to ensure effective demand driven, data supported, customer focused delivery of workforce development services through the career center system.
- Manage contracted providers in execution of service agreements.
- Manage provider and partner relationships in support of daily operations and special projects.
- Understand and track the labor market to inform and guide the workforce team and career center for effective outcomes for customers.
- Actively pursue avenues of diversified funding.
- Performs a broad range of management and administrative duties.

The Ideal Candidate will have demonstrated success in the following areas:

**Results Orientation** – Successful candidate will have demonstrated experience in achieving results by setting and attaining challenging goals.

**Strategic Decision Making** – A tactical thinker that is able to gather, organize and evaluate information; establish short and long term goals; execute a plan of action and make adjustments, if required.

**Program Management** – Ability to design, implement and manage multiple programs and direct the related personnel and resources to ensure successful execution of program activities.

**Political Savvy** – Proven ability to exhibit confidence and professional diplomacy while effectively relating to people at all levels internally and externally.
Business Acumen – Using economic, financial, market and industry data to understand and improve business results, understand industry trends and leverage one’s own understanding of the organization to contribute to effective business strategies and tactics.

Collaboration – Proven ability to work cooperatively with others to accomplish objectives to build and maintain mutually-beneficial partnerships, leverage information and achieve results.

Change Leadership – Provides direction and focus during the organizational change process and assist with the development of strategies to manage the change process.

People and Organizational Development – Actively commits to plan and support the development of staff and identifies new technical and/or business capabilities needed to improve organizational performance and efficiency.

Experience:

- DEEP understanding of the Memphis MSA (history, community, stakeholders)
- Clear understanding of the functions and purpose of the Local Workforce Development Board, state and federal workforce organizations administering public workforce funding and grant resources.
- Labor market information and local economic development resources.
- The local and regional economy, workforce services and community assets, and stakeholder groups invested in serving residents within the Greater Memphis area.
- Principles and techniques of budget, personnel and contract management.
- Talent development, planning, staffing, and Human Resource policy and implementation and monitoring.
- Principles, methods and techniques of administration, including the organization and management of modern social services and institutional administration.
- Laws, codes and statutes relating to the functions and duties of major workforce and development programs.
- Social, economic and psychological factors that impact employment and training programs.
- Forces and trends relating to employment and economic impacts that affect job seekers such as dislocated workers and disadvantaged youths and adults and other groups with barriers to employment, including but not limited to the re-entry population, people with disabilities, long-term unemployed and underemployed workers.
- Career pathway strategies, career counseling, training opportunities and various modes of skills development to meet the needs of the current labor market.

Ability to:

- Support and advise the President on sensitive issues.
- Provide leadership and direction to highly motivated staff.
- Plan and supervise the work of others in a highly dynamic and collaborative work environment.
Plan and work cooperatively with partners engaged in local and regional education, community and industry development.

Manage work, set priorities, and oversee multiple projects effectively.

Plan, organize and direct workforce programs that are responsive to employer needs. Create innovative solutions to complex workforce issues identified by industry.

Understand prominent industry sector strategies and implement effective programs within a “results-based” framework.

Analyze situations accurately and adopt effective courses of action.

Write effectively and make presentations before industry, civic and community stakeholder groups.

Work with elected and public officials.

Maintain flexibility.

**Minimum Qualifications:**

Six (6) years of progressively responsible supervisorial work experience in program strategic planning and implementation or contract management. Preference given to candidates with demonstrated expertise operating community programs in a leadership role.

Graduation from an accredited four (4) year college or university with major in public administration, management, public policy, business administration, or other closely related field (additional qualifying experience may be substituted for the required education on a year-for-year basis).

**Other Requirements:** Comply with program and/or Agency requirements related to:

- Background check, including any program specific requirements
- Drug Testing Driver's License and reliable transportation
- Agency-specified automobile insurance

**Additional Information:**

Workforce Mid-South, Inc. is an equal opportunity employer proudly committed to becoming an anti-racist and multicultural organization that stands up for justice and equity. We welcome prospective employees from diverse backgrounds, for administrative support and direct service and leadership roles, who will join us on that journey, uphold our values and approach, and believe in our mission. Additionally, we aim to have a racially representative leadership and workforce that is reflective of the communities we work in partnership with.

Workforce Mid-South, Inc. is committed to providing an inclusive and welcoming environment for all members of our staff, participants, volunteers, subcontractors, and vendors.

Base Salary: $85k/yr. Candidates send resume to: kguyette@workforcemidsouth.com