

Opportunity Youth Program Director

Location: Silver Spring Neighborhood Center

Summary:

Milwaukee has over 20,000 Opportunity Youth, defined as youth 16 - 24 not in school and unemployed or underemployed. This position offers the opportunity to pilot and build a program in Milwaukee to connect with this population and refer them to resources and opportunities that will allow them to undertake any necessary education or training and, ultimately, family-sustaining employment. Carmen Schools of Science and Technology (Carmen) and Silver Spring Neighborhood Center (SSNC) have established a unique partnership through which a full service neighborhood center offering adult education, employment services and a wide range of youth and family services and a college preparatory high school with a career readiness program that includes college level course offerings for adults with college credits from Milwaukee Area Technical College in health care and Information Technology fields. The two lead organizations will work closely with other neighborhood organizations such as Safe and Sound, Havenwoods Economic Development Corporation, the Housing Authority of the City of Milwaukee, and Milwaukee Public Schools to provide a meaningful difference in the lives of the OY population in northwest side Milwaukee neighborhoods.

This position requires a strong leader with the proven ability to bring partners together focused on improving educational and employment outcomes for youth ages 16-24. Goals include ensuring that:

- Opportunity youth are effectively connected to the best re-engagement resources based on their needs;
- New programs meet the needs of opportunity youth in the northwest side (Greater Westlawn) area; and
- Data are used to identify gaps, track progress and ensure quality and continuous improvement.

This position requires a leader with the proven ability to achieve goals in a high-pressure environment and the ability to work with diverse stakeholders representing multiple sectors. This position reports to the Executive Director of the Silver Spring Neighborhood Center (SSNC). The person will coordinate the work of an advisory committee and develop and supervise a team of outreach workers (Peer Connectors) who will work to find young people disconnected from school or work and help them gain access to the best programs to meet their needs and remain in those programs until family-sustaining work is obtained. The position and team will reside at Silver Spring Neighborhood Center.

Who May Apply:

This position is open to all candidates that meet the minimum qualifications. People of all backgrounds are encouraged to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with lived experiences.

Work Schedule: This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. Typical hours are Monday - Friday 8am-5pm.

Partnership Leaders:

Tom Ellis, Executive Director SSNC, Dr. Patricia Hoben, Carmen Schools of Science and Technology, CEO/Head of Schools

Job Duties:

1. Provide a plan and direction and leadership for the Outreach/Recruitment strategy.
2. Establish a baseline understanding of opportunity youth (demographics, employment status, education status and barriers to employment and education) and re-engagement strategies and existing systems.
3. Facilitate agreements and operationalize commitments across partners including convening advisory group regularly.
4. Work with partners to identify system barriers and strategies to drive continuous quality improvement that leads to better outcomes for youth/young adults (completion of secondary credentials, enrollment into post-secondary, persistence in post-secondary, employment)
5. Once a baseline is established, work with partners on common and consistent goals and common measures of success.
6. Support new program development and capacity building across programs.
7. Provide professional development, help providers implement quality performance standards, and provide technical assistance as needed. This may include development of tools for professional development.
8. Establish a document of practices for reaching out to students to provide basis for a one year evaluation of the project.
9. Establish clearly defined success metrics and hold team accountable to achievement.
10. Assist in performing outreach to opportunity youth and perform regular education, workforce, and basic needs assessments of opportunity youth to refer them to appropriate programs.
11. Perform other related duties as assigned.

Experience, Qualifications, Knowledge, Skills:

1. Bachelor's Degree in Social Work, Human or Health Services, Public Administration or related field and/or equivalent education and/or experience. Master's Degree preferred.
2. Five years of program management and staff supervision, or other relevant experience that demonstrates the ability to develop a program plan and supervise and support a multidisciplinary team.
3. Proven ability to convene partners including strong communication and facilitation skills and ability to gain commitments from diverse partners and operationalize those commitments.
4. Demonstrated experience in strategy development and implementation.
5. Experience in multi-sector strategy development and implementation.
6. Demonstrated ability to identify systems gaps and develop strategies for continuous quality improvement.
7. Experience in program development/management for youth/young adults.
8. Experience in program management, planning, development and implementation or a combination of education and experience.
9. Ability to multitask and work in stressful situations involving changing deadlines and expectations.
10. Strong leadership and management skills.
11. Demonstrated team building skills, both internal and external teams.
12. Demonstrated knowledge of and work experience with budget management and program development, specifically in the youth service environment.
13. Demonstrated experience in ensuring program compliance with contract policies.
14. Demonstrated experience in gathering, maintaining, and analyzing data for reporting and continuous quality improvement.
15. Strong ability to develop formal written reports for professional and community audiences.
16. Working knowledge of 2010 Microsoft Word for Windows, Excel, Access, Email and the Internet.
17. Valid Driver's License or the ability to travel throughout the county in a timely manner.

Please submit letter of interest and resume to Mr. Tom Ellis, Executive Director, Silver Spring Neighborhood Center, at 5460 N 64th Street, Milwaukee 53218 or email tellis@ssnc-milw.org by February 8th, 2018.