



Pathways to Employment (PTE) Program Manager

Salary - \$22 - \$23 an hour

Full-time, 8-hour shifts – Monday through Friday 8:00 a.m. – 4:30 p.m.; job/worksites monitoring may require flexibility in hours including early mornings, evenings, and weekends. Weekly hours will be flexed to accommodate these fluctuations. **This is not a remote position.**

To lead and provide oversight to Chemung Schuyler Steuben Workforce New York (CSS (Chemung Schuyler Steuben) WFNY) Department of Social Services Pathways to Employment (PTE) Program with a team of 4.

Responsibilities:

- Develop thought leadership around specific topics/emerging practice areas.
- Identify best practices and improve internal systems with an eye toward future needs and budget realities.
- Serve as a mentor and coach for a diverse and growing staff.
- Assist the Deputy Director (DD) and Executive Director (ED) to develop various alliances to achieve community workforce development objectives; schedule all agenda for meetings.
- In coordination with the DD develop and execute CSS WFNY's PTE technical strategy.
- Develop an understanding of Federal, State, and Local laws, rules and procedures related to assigned responsibilities and duties.
- Participate in the development and implementation of goals, objectives, policies, and priorities for assigned program; recommend and administer policies and procedures.
- In coordination with DD structure a team to deliver outstanding work on a wide range of projects; responsible to lead team to deliver exceptional services to the qualifying customers.
- Provide direct leadership for technical staff who deliver assigned programs and services.
- Supervise and monitor PTE Program and services; ensure compliance with Federal, State and Local laws, regulations, and policies.
- Track and evaluate assigned program goals and objectives; evaluate progress and effectiveness of team's progress towards achieving all project deliverables within required timeframe, and coordinate preparation of all work plans and grant deliverables (as per requirement) with DD.
- Track and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within Federal, State and Local policy, appropriate service, and staffing levels.
- Provides leadership and direction for technical staff, setting an effective agenda and ensuring established performance goals are met.
- Serves as a mentor, coach, and guide to technical staff, with regards to program services.
- Prepare and present staff reports and other necessary correspondence for CSS WFNY Board.

- In coordination with DD, design, deliver, and continuously improve/update a wide range of PTE workforce development services inclusive of, but not limited to initial orientation, job development, workshops, and job club allowable under contract/funding terms.
- Develop a comprehensive system/network to address the academic, occupational, social, economic, and personal needs of program participants.
- Responsible for ensuring expenditures of PTE funds are spent on qualifying activities.
- Assist the DD and ED in developing innovative program opportunities for the agency.
- Provide direct leadership for technical staff who deliver PTE workforce development services.
- Supervise and monitor program and services within assigned program categories; ensure compliance with all Federal, State, and Local law and regulation.
- Provide continuous education opportunities and technical assistance to staff, with an eye towards ensuring technical staff function in accordance with the most current regulations as provided by Federal, State and Local requirements.
- Assume primary responsibility for initial quality assurance file review for PTE program and services; ensure compliance with all Federal, State, and Local law and regulation.
- Assumes primary responsibility to issue timely, regular, formal programmatic reports for PTE Program to the DD for dissemination to Chemung County Department of Social Services (DSS), CSS WFNY Board, Operator, other program-staff as appropriate.
- Accurate preparation of PTE Program data is the responsibility of the PTE Program Manager
- In coordination with the DD ensures alignment of the PTE Program technical strategy, and its implementation, with all Career Center services and other program areas.
- Train PTE Staff in appropriate referral techniques and other program specifics, as necessary.
- Facilitate meetings as assigned.

Skills and Knowledge:

- Experience implementing Federal, State, and local programs, including reading for understanding of the various policies and regulations.
- Experience in meeting scheduling and facilitation.
- Expertise in providing customer service.
- Ability to meet deadlines.
- Ability to express ideas clearly, concisely, and convincingly.
- Experience with oversight and delivery of Monitoring and Oversight (M&E) responsibilities.
- Ability to track, record delivering superior results, commanding respect, and assuming leadership roles.
- Success in roles requiring execution of multiple tasks while responding to multiple priorities.
- Proven ability to work with efficiency and flexibility while maintaining a harmonious workplace.

- Demonstrated success in developing successful collaborative working relationships with counterparts from diverse backgrounds, including other implementers and local partners.
- Proficient in information technology, particularly Microsoft Office: Word, Excel, Power Point, Outlook and with a first-rate ability to undertake Internet research. Fluency in digital communications platforms and strategies, including Facebook, Twitter, and others. Demonstrated ability to identify and introduce new technology tools in the workplace.
- Ability to meet deadlines in challenging situations. Flexibility must also be applied to working in multicultural teams, respecting cultural, religious, and national diversity.
- Highly motivated, hard-working, and well organized. Willing to go the extra mile and work long hours and on weekends when required.

Education and Experience

- Equivalent to a Bachelor's degree from an accredited college or university; with two years of related work experience; or
- Equivalent to an Associate degree from an accredited college or university; with 3 years of related work experience.

Qualifications

- US work authorization (Preferred)
- Ability to commute/relocate: Elmira, NY 14901: Reliably commute or planning to relocate before starting work (Required)
- Driver's License (Preferred)