

Position Description

BACKGROUND:

The Workforce1 Career Center (WF1CC) system operates in coordination with the NYC Department of Small Business Services (SBS) and the New York State Department of Labor (DOL) to provide recruitment, job training and business services through a variety of programs and locations throughout the five boroughs. WF1CCs require the attention of professionals who are able to support major change initiatives, as well as ensure the success of a business-driven system.

The Community Partners Coordinator serves as the point person for partnering with local community-based organizations in order to create an inbound pipeline of job-ready candidates for the Center and increase community awareness of the City's workforce development system. He or she engages 25 - 40 community partners on a regular basis, and may manage a small team of outreach specialists who assist in this effort. As a member of the Center's senior leadership team, the Community Partners Coordinator works closely with the Center Director, the Senior Account Manager for Fulfillment, and other members of the leadership team to promote a business-driven model of job placement. He or she also works with SBS staff and other stakeholders to ensure effective implementation of program processes and policies that directly impact the Community Partners team work and/or general center operations. This position reports to the Center Director.

RESPONSIBILITIES:

- 1. Strategically facilitate business-driven job placements as an active member of the Center's leadership team**
 - Work with the Center Director and the Strategic Operations Coordinator to identify operational challenges and to implement process improvements
 - Work closely with the Assistant Director in strategizing about partner referrals for open job orders; plan for the Account Management Team's dedication to Fast Track orientations and the team's provision of feedback on partner referrals
 - Work with the Assistant Director to stay informed of jobs in demand and in the pipeline in order to best match partner referral efforts to upcoming job orders
 - Communicate regularly with the Membership Coordinator about local partners who can provide services to jobseekers with barriers to employment; also keep Membership Coordinator informed of Fast Track orientation schedule

- 2. Ensure the Community Partners program operates smoothly and creates a pipeline of jobseekers for the Center**
 - Actively search for and engage active community partners whose populations can best fill open job orders; strategically target engagement to match the current job pipeline
 - Develop relationships with Healthcare training institutions to ensure that there are clear pipelines for individuals who complete training to access Workforce1 Services
 - Manage the inbound partner referral process, including sending Weekly Job Blasts to community partners; running Fast Track orientations; and providing timely

- feedback to partners on all inbound referrals, including information on job-readiness, outbound referrals to employers, and placements
- Identify community partners whose services can be utilized by jobseekers and coordinate with other center staff to establish a process for jobseekers' outbound referral to these partners
 - Hold monthly partner meetings to build capacity, reinforce processes, engage with partners, and promote networking amongst partners; include Sales Account Managers in these meetings to speak about jobs in demand
 - Engage all community partners on a regular basis in one-on-one dialogue about referrals and other programmatic offerings; maintain at least two contacts per organization to ensure relationship continuity
 - Hold offsite recruitment events for those community partners whose populations cannot easily access the Center
 - Serve as the center's community liaison, developing and communicating a deep understanding of the locality through attendance at community and partner events; work with the Center Director to represent the center at larger events
 - Participate in activities coordinated by SBS including training, capacity building, and professional development
 - Enter and analyze Worksource1 data to ensure that community partner referrals are on track to meet Strategic Operating Plan goals
 - Record community partner services in the Master Partner Directory
 - Serve as a point of escalation for community partner complaints and issues

RECOMMENDED QUALIFICATIONS:

- A baccalaureate degree from an accredited college in healthcare management, healthcare policy, political science, business, marketing, communications, urban affairs, sociology, or a related field is required
- At least three years of professional experience in an outreach role, preferably with government or community-based organizations
- Demonstrated familiarity with the Healthcare sector, experience in developing relationships with healthcare training providers
- At least one year of relevant supervisory experience
- Extensive knowledge of New York City neighborhoods and community-based organizations, including the services they provide and the challenges they face
- Strong leadership skills with a demonstrated ability to thrive in environments with multiple stakeholders, frequent change, and diverse objectives
- Excellent communication, analytical, and interpersonal skills
- Ability to track and interpret quantitative metrics related to programmatic goals
- Proficiency in Microsoft Office

To Apply:

Email a cover letter, resume, along with salary requirements to Workforce@hr-dynamics.com

NOTE: Only those candidates under consideration will be contacted.