

CareerSource Northeast Florida Jacksonville, Florida, United States
Gateway One-Stop Center
5000 Norwood Avenue #2
Jacksonville, FL 32208

Employment Type:

Full-time - This is a full time grant funded position - Grade 10

Condition of Employment:

As a condition of pre-employment eligibility, a Level 1 security background screening is required, which consists of a check of the State of Florida law enforcement records.

General Description:

The Assistant Director is responsible for the planning, supervision and optimization of the Welfare Transition/SNAP E&T programs. This position is responsible for managing the daily activities of program employees, overseeing program services and functions and building relationships with businesses and community partners to develop an infrastructure of opportunities for regional program participants. The Assistant Director supervises high-level staff and program managers serving SNAP and Welfare Transition customers throughout the region. This is a professional position requiring minimal supervision working with the general public and is designated as a position of special trust. Specific duties include the following:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Manages, directs and provides leadership, oversight and guidance to assigned staff; ensures expectations are understood and obtained and established policies are followed, documents performance and address programmatic deficiencies.
2. Assumes direct responsibility for managing performance and programmatic fiduciary status of those receiving services. Addresses areas of concern, implements corrective action procedures as required or requested. Prepares and provides written monthly reports detailing activities of staff.
3. Provides Welfare Transition/SNAP E&T program information and guidance to management and staff.
4. Reviews and monitors programmatic compliance with federal, state, and local statutes, regulations and policies.
5. Identifies areas for improvement. Develops implements and monitors systems to ensure compliance with FCWD policies and Standard Operation Procedures that will result in monitoring and auditing reviews without findings.
6. Identifies and recommends actions and services needed to help maintain compliance with Welfare Transition/SNAP E&T programs established regulations, procedures and directives.
7. In partnership with management, determine appropriate level of services and staffing.

8. Ensures proper documentation, data collection, reporting, and coordination of regional services.
9. Evaluates and monitors performance to determine areas of improvement and to ensure compliance with obligations, applicable laws and regulations.
10. Design and deliver training to teach policy, procedures and program processes to new and existing staff. Provide continuous feedback to ensure staff success and corrective measure, if needed.
11. Negotiates and initiates contract modifications as necessary. Establishes relationships and originates Memorandums of Understanding (MOU) and other agreements relating and pertaining to programmatic and fiduciary services.
12. Supports development and implementation of strategies to enhance organizational staff performance to exceed standards assigned by the state oversight entity.
13. Prepares and provides statistical performance reports and provides recommendations for strategies to implement to enhance performance.
14. Maintains records as required by regulation and law.
15. Maintains regular contact with community leaders to identify opportunities for partnerships and collaborations.
16. Utilizes existing Management Information System (MIS) to review programmatic performance. Prepares programmatic performance reports. Provides programmatic consulting to team members.
17. Coordinates with affiliated departments for program needs and collaborations (business services, human resources, etc.)
18. Acts as a subject matter expert for state and federal inquiries, including but not limited to providing critical data and analysis for state and federal officials when requested by management.
19. Conducts scheduled, recurring staff meetings for multi-purpose information sharing.
20. Ensures best practices for optimizing customer call flow and delivery

ADDITIONAL DUTIES AND RESPONSIBILITIES:

1. Works on special assignments, serves on committees.
2. Acts as a representative of CareerSource NEFL to provided resource information to the community.
3. Interprets applicable policies and procedures and provides programmatic training and technical assistance to upon request by District Directors.
4. Attends meetings and conferences as required.
5. Facilitates and provides training as necessary.
6. Performs other duties and responsibilities as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

MINIMUM QUALIFICATIONS:

KNOWLEDGE SKILLS AND ABILITIES:

1. Ability to work independently by planning, organizing and coordinating work assignments.

2. Ability to work effectively in a team environment; maintains a professional working relationship with management, colleagues and other agencies and uses good judgment in recognizing scope of authority.
3. Proficient in the application of Microsoft Word, Excel, Outlook and other applications.
4. Ability to communicate effectively, both verbally and in writing and ability to listen effectively.
5. Ability to prepare and deliver strong oral and written presentations.
6. Ability to evaluate and monitor service delivery and implement corrective action plans.
7. Ability to compile, organize and analyze data to prepare proposals and funding requests.
8. Ability to proficiently analyze, comprehend and write memorandums, manuals, reports, grants and contracts.
9. Ability to maintain strict confidentiality when exposed to sensitive information/issues.
10. Knowledge of/ability to understand and apply applicable rules, regulations, policies and procedures specific to policy and programs.
11. Ability to analyze, problem solve and make good decisions in difficult and changing situations.

EDUCATION/EXPERIENCE:

Bachelor's degree from an accredited college or university preferred. Two (2) years of professional experience in program management in an independent decision-making position required. Professional or nonprofessional experience may substitute on a year-for-year basis for the preferred college education.

OTHER JOB-RELATED REQUIREMENTS:

1. Obtain Florida Workforce Professional Tier I mandatory within one-year (12) months of date of hire.
2. Participates in 15 hours of continuing education to maintain Workforce Professional Certification.
3. Compliance with the Health Insurance Portability and Accountability Act (HIPPA).
4. Compliance with workplace safety to prevent on-the-job injuries by adhering to First Cost Workforce Development policy.
5. May be required to travel locally and must provide own transportation.

WORK ENVIRONMENT/PHYSICAL DEMANDS:

1. Working indoors and occasional vehicular travel encountered.
2. Prolonged period of sitting at a desk and working on a computer.
3. Must be able to lift 15 pounds at times.

Benefits:

Medical, Dental, Vision, Life Insurance (1 x annual base at no cost), Supplemental Life Insurance, Flexible Spending Account (FSA), Tricare Supplemental, AFLAC Supplemental, Florida Retirement System (Pension/Investment), State of Florida Deferred Compensation Plan, Employee Assistance Program, Tuition Reimbursement, Annual Leave, Sick Leave, Sick Leave Bank, two Personal Days, nine paid Holidays, Alternative/Flexible Work Schedules

Working Hours: (A) Daily from 8:00 a.m. to 5:00 p.m. (B) Total Hours in workweek: 40 (C) Workweek: Monday - Friday

Work hours may fluctuate. Alternative/flex schedules as approved.

Reasonable accommodation may be made to enable qualified persons with disabilities to perform the essential functions of this position.

Equal Employment Opportunity (EEO) Employer:

First Coast Workforce Development Consortium (FCWDC) is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. FCWDC makes hiring decisions based solely on qualifications, merit, and business needs at the time.

Salary: \$65,678.00

Submission Instructions

Positions opened on **January 9, 2025** and closes on **January 22, 2025**. Interested candidates please send resumes to Javetta Fleury @ jfleury@careersourcenefl.com.