



## UNITED SOUTH END SETTLEMENTS

*United South End Settlements (USES) is a community-based nonprofit organization focused on improving the health, safety, education, and economic security of low-income residents in and around the South End/Lower Roxbury neighborhood of Boston by leveraging multi-generational and inclusive approaches that move people forward. USES has held true to its settlement house roots, committing to the motto of “neighbors helping neighbors to grow and thrive.” Our extended family is an integrated team of participants, staff, volunteers, community leaders, and business partners. USES operates in three locations in the South End – Harriet Tubman House, South End House, the Children’s Art Centre – and Camp Hale on Squam Lake in New Hampshire. Please visit our website at [www.uses.org](http://www.uses.org).*

### **Director of Workforce Readiness**

#### **GENERAL DESCRIPTION**

USES is seeking a dynamic leader to serve as our Director of Workforce Readiness to ensure family security and impact across our multi-generational programs. The Director of Workforce Readiness will oversee all aspects of USES’ Adult Basic Education, Technology Education, Career Advising and Job Placement programs, and help create innovative and integrated programming that enables families to achieve financial security. This position will have responsibility for ensuring the program’s compliance with Department of Elementary and Secondary Education and Timothy Smith Network regulations, carrying out the designated program plans, administering the departmental budget, and developing new programs to meet the changing needs of our community. This position is full-time with flexible hours including some evenings and weekends and will report to the Vice President of Programs.

#### **QUALIFICATIONS**

1. Bachelors degree required, master’s degree preferred in education
2. Experience in the adult education and workforce development system, preferably in Massachusetts
3. Teaching and curriculum development experience preferred
4. Commitment to USES’s mission and programs
5. Demonstrated experience with program management and development, proven ability to grow programs with a focus on impact
6. An independent, results-focused, highly-organized self-starter
7. Ability to thrive in a fast-paced, entrepreneurial environment, operating with a results-orientation and exceptional attention to detail
8. Have a proactive personality; no work is 'beneath' you and you are eager to serve others, rolling up your sleeves when necessary
9. Demonstrate mature judgment, with a high level of personal and professional integrity and trustworthiness
10. Have a sense of humor, even under stress
11. Be comfortable giving and receiving honest, constructive feedback, and applying feedback to drive improvement
12. Value relationships and accountability, empowering others to achieve superior results

## RESPONSIBILITIES

### **Organization Responsibilities**

- Partner closely with organizational leaders to continue creating and promoting a culture of collaboration, excellence, and transparency across the agency
- Provide leadership in development of inter-team communication and cohesiveness, sustaining culture, and supporting staff during organizational growth
- Fully support agency problem-solving initiatives and resource sharing across departments, attending and actively engaging in team and all-agency meetings
- Advise President & CEO, Board, and staff on relevant trends, research, and opportunities that impact our Workforce Development programs and services
- Work with the leadership team to raise USES's visibility to external stakeholders, including funders, community partners, media, and the broader community

### **Program Leadership and Management**

- Provide strategic leadership and direction to further USES's two-generation program delivery supporting adults and parents in furthering their education and financial security
- Work with senior staff and development department by participating in fundraising efforts of the agency including assisting with grant writing and reporting to funders
- Participate in professional, community, and education-related activities and meetings
- Stay abreast of DESE and other contract requirements and changes to requirements for purposes of program compliance; Prepare and submit yearly DESE and other contract program plans and renewals
- Oversee the execution of a continuous quality improvement process for all workforce development programs
- Support and ensure the capture and usage of program data, student and teacher outcomes, program surveys and other monitoring and evaluation tools, recommend options for targeted data collection, synthesis, and program improvement feedback loop
- Attract, develop, coach, and retain high-performance staff and teachers to ensure curriculum standards are being met, students are assisted with tutoring, goal planning, overcoming obstacles to learning, and are coached about various options for post-GED education and career ladders and to coordinate transition of students from one class level to the next
- Engage staff in strategic planning for program and policy development, and ensure delivery of program standards in accordance with contract
- Develop, manage, and report on departmental budgets; support Administration and Finance Department in all necessary procedures for budgeting
- Be responsible for electronic monthly reporting in SMARTT and ETO systems and/or supervise all staff or teachers assigned to data entry of same

## PHYSICAL REQUIREMENTS (with or without accommodation)

Must be able to reach, stand, finger, grasp, talk, hear, and be capable of repetitive motion

Position requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly

Work requires close visual acuity

Position is not substantially exposed to adverse environmental conditions