



Education Program Manager Job Description

Job Title: Program Manager
Staff Leader: Director of Programs

Overview: WHW is a non-profit organization that provides the unemployed and the underemployed with the skills and resources they need to get and keep a good job. WHW's Program Manager will work collaboratively with the Director of Programs to plan and execute WHW's Education Programs, including Employment Readiness Workshops, Computer Training Workshops and other Program Events. WHW's Program Manager will help to manage client outcomes and oversee Department Volunteers in various capacities. It will be the responsibility of the Program Manager to recruit, place, track, train and evaluate Education Department Volunteers and to effectively use the donation of their time and talents to produce a high level of efficiency within the Department and Organization.

Major Responsibilities:

- Work collaboratively with Director of Programs to create and update workshop materials; planning, development, designing, conducting and evaluating all workshops and support materials.
- Drive WHW's Employment Placement Program to ensure acquisition of employment information.
- Speak confidently on diverse subjects in a dynamic employment landscape, making presentations to diverse groups on and off site with traveling required.
- Work collaboratively with Director of Programs to assess current and future volunteer needs of the department, proactively recruit qualified individuals to fill roles to effectively support the department and organization and design programmatic calendar 60 days in advance.
- Develop group volunteer orientation program with regularly scheduled sessions to interview and orient prospective volunteers and assess their individual talents in accordance with department and organizational needs. Ensure interns are effectively recruited, trained and evaluated.
- Ensure that Volunteer Workshop Facilitators know the workshop content, have appropriate materials available, and are supported while always being prepared to lead workshops as necessary.
- Plan and execute program events for job seekers, including Project Interview, Top Performer and Alumni Alliance.
- Maintain positive rapport with all workshop and event attendees creating a positive learning environment and motivating attendees to actively participate in all aspects of the educational process.
- Prepare and disseminate weekly email communication to WHW job seekers and provide content for quarterly email communication to WHW volunteers.



- Oversee WHW Job Board ensuring that leads are current and relevant.
- Oversee WHW Workshop Calendars, in both the paper version and posted on the walls.
- Participate in Volunteer Recognition Program, including Volunteer of the Month and the Annual Volunteer Appreciation event.
- Serve as an Ambassador of WHW, with a thorough knowledge of all aspects of WHW's history, programs and outcomes.
- Perform other duties as assigned.

Qualifications and Necessary Skills: The ideal candidate is confident, learns quickly, is comfortable making presentations in a fast-paced environment adapts to change quickly and has the ability to solve problems.

- Bachelor Degree preferred with at least 2 years of experience
- Excellent and effective communication skills, both written and verbal
- Excellent interpersonal, motivational and instructional skills
- Ability to work with diverse populations
- Excellent computer skills including Microsoft Office Suite
- Experience in Salesforce and QuickBooks preferred
- Superior organization, time management and interpersonal skills
- Ideal candidate will have an attention to detail and the ability to work independently with minimal supervision.
- Offsite trainings and one-on-one meetings with clients.
- Must possess a valid California Driver's License, automobile insurance and a clean driving record.
- Physical ability to work an 8 hour shift with moderate to heavy physical labor involving frequent lifting of items up to 50 lbs, standing for long periods of time, bending, stooping, and reaching, receiving donations, arranging clothing on racks and shelves, loading and unloading the organization's van, etc.
- Flexibility in work assignments and hours (weekends and evening)

Schedule/Compensation:

- Full Time Exempt Position
- Local travel required
- Includes Benefits (after 90 Days)
- Schedule will vary with some evenings and weekends required
- Closed on major holidays
- \$50,000 Annually

To apply for this position, please send cover letter and resume to RachelC@whw.org. No phone calls please.