

# WESTERN VIRGINIA WORKFORCE DEVELOPMENT BOARD

## JOB DESCRIPTION

Job Title: Youth Program Manager Date: July 2019  
Reports To: Director Status: Exempt

**Basic Function:** The Youth Program Manager serves to support the Virginia Career Works – Blue Ridge region and the Western Virginia Workforce Development Board by managing the Workforce Innovation and Opportunity Act (WIOA) Title I Youth Program. This position will manage the day to day operations of the program including outreach and marketing of the WIOA Title I program as well as managing participants in the WIOA Title I Youth program to ensure successful employment and education outcomes.

### **Significant Responsibilities:**

Performs specific job responsibilities:

- Conduct outreach and marketing to internal and external partner agencies to promote the WIOA Title I Youth program activities to potential participants
- Establish relationships with internal and external partner agencies to facilitate WIOA Title I Youth enrollments and services
- Complete eligibility documentation process with interested applicants in compliance with WIOA Title I Youth program parameters
- Manage electronic and paper files on each eligible participant and adhere to confidentiality and compliance requirements
- Advise WIOA Title I Youth participants on potential career pathways in the Blue Ridge region and develop an Individual Service Strategy (employment/education plan) using the fourteen (14) elements of the WIOA Title I Youth program
- Coordinate and complete assessments with WIOA Title I Youth participants to gauge interests, aptitudes, and basic skills for success
- Collaborate with WIOA Title I Youth elements contractors to ensure that participants receive all requested and necessary services to achieve success
- Complete reports on a monthly basis to the Director to report key attributes of success with the program (i.e. enrollments, activities, outreach, etc.)

### **Job Scope:**

- Coordination: coordination of activities with a variety of team members made up of internal and external partners
- Communication: daily communication with Board staff and workforce internal and external partners as well as program participants
- Confidentiality: adhere to WIOA Title I confidentiality requirements and maintain highest confidentiality required when working with WIOA Title I participants
- Financial: manage WIOA Title I youth budget compared to enrollments and demand for services
- Judgement: errors could result in federal and state compliance and financial issues
- Compliance: responsible for knowledge of federal, state, and local policy, with emphasis on legislation put forth by the U.S. Department of Labor Employment and Training Administration
- Travel: frequent travel within the eight localities of the Virginia Career Works – Blue Ridge region including the Counties of Alleghany, Botetourt, Craig, Franklin, and Roanoke and the Cities of Covington, Roanoke, and Salem. Occasional overnight travel to conferences and workshops within the Commonwealth of Virginia and out-of-state.

### **Minimum Qualifications Required:**

**Education/Experience:** Bachelor's Degree in business management, economic development, marketing, public administration, One (1) year of professional experience in providing client services, such as vocational training or counseling, personnel or employment training, or program management and/or supervisor is preferred; A Master's Degree in related field may be substituted for relevant experience.

**Licensure, Certification and/or Registration:** None

**Other Minimum Qualifications:** None

**Essential Skills, Abilities & Knowledge:** Knowledge of the structure and operation of government and community agencies and private businesses; ability to work independently; ability to manage projects with deadlines; ability to express ideas clearly and concisely, both orally and in writing; ability to consider and weigh a variety of factors in making decisions and recommendations; ability to update and maintain various social media platforms; ability to establish and maintain a good working relationship with clients, public and private agencies, and the employer community; and the ability to compile data and make reports; working knowledge of basic computer programs; knowledge of case management best practices

**Working Conditions:** This is a partially sedentary job with requires sight sufficient for significant reading, keyboarding/computer use, and requires an individual with hearing sufficient for extensive direct and/or telephone contact with a wide scope of workforce agencies and individuals. Responsibilities require an individual to be physically mobile to attend meetings in multiple locations. Regular travel to meetings within and outside the eight localities in the Virginia Career Works – Blue Ridge Region. The nature of this position and the personal interactions involved require that an individual possess significant and persuasive interactive communication skills. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

This job description is only meant to be a representative summary of the major responsibilities and accountabilities performed by incumbents of this job. The incumbents may be requested to perform job-related tasks other than those stated in this description.

The Western Virginia Workforce Development Board is an Equal Opportunity Employer/Program. Auxiliary aides and services are available upon request to individuals with disabilities. TDD-VA Relay: 711.  
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