

W.A.G.E. CENTER PROGRAM MANAGER
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: The position is assigned to the W.A.G.E. Center and works under the direction and supervision of the Director of Economic Development. The program manager coordinates the day-to-day operations of the W.A.G.E. (Working to Achieve Gainful Employment) Center. The W.A.G.E. Center is an employment and training resource operated by the Albany Housing Authority and its partner agencies. Supervision is exercised over other support staff titles, volunteers and student interns assigned to the program

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Supervises the work of all core team members which currently includes an outreach worker, a job readiness trainer and two vocational case managers;
- Collaborates with the appropriate team members to develop and ensure the implementation of the outreach plan, workshop curriculums, case management strategy and job development activities;
- Tracks and monitors participants' outcomes to ensure program quality and effectiveness;
- Manages the W.A.G.E. Center's computer network and participant data base;
- Assists the Director of Employment and Economic Development with program reporting and development;
- Collects and processes reports and invoices from W.A.G.E. Center partner agencies;
- Provides staff support to the W.A.G.E. Center Partners Board; develops brochures, flyers, fact sheets and other promotional materials;
- Interacts with AHA departments: accounting, community services, purchasing and maintenance when required;
- Arranges the smooth functioning of the WA.G.E. Center, including office coverage, supplies and procedures that enhance the organizational effectiveness of the program;
- May coordinate special projects as assigned;
- Performs related duties as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Good knowledge of personal computers and office equipment;
- Working knowledge of the service population of the W.A.G.E. Center's participants;
- Working knowledge of TANF regulations and services provided by public agencies to low income families;
- Ability to supervise support and professional staff positions;
- Ability to collaborate with partnership agencies;

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- Ability to effectively communicate assigned tasks to support personnel;
- Ability to relate to individuals and families from a variety of cultural and economic backgrounds, especially those participants of the W.A.G.E. Center receiving public assistance and/or residing in public housing;
- Ability to perform as a public speaker for community meetings;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Three to five (3-5) years fulltime paid experience as an employment counselor or vocational training instructor, and two (2) years fulltime paid experience in a position where supervision over subordinate staff titles was required.

SPECIAL NOTICE:

This position is a grant-funded title with a funding term of 12 months. Applicants should be aware that there is no guarantee for continued employment after the contract term expires.

Due to the nature of this position's duties, the incumbent may be required to work occasional evenings and Saturdays during periods when special projects or events require reporting flexibility.