



Regional Director
Supportive Housing Education and Employment Program
San Jose, CA

With the headquarters on the Menlo Park/East Palo Alto border, JobTrain is a private workforce non-profit organization with accredited job training programs, a career center and a variety of related services including supportive services for adults and out-of-school youth to help lead them in sustainable, stable careers. We serve individuals who are overcoming significant academic, career and/or personal challenges to be successful in school and work arenas, and you our new Regional Director will help make this a reality!

The Regional Director is responsible for the overall direction and the operations in Santa Clara County. The Regional Director will report to the Chief Strategy Officer. The Regional Director will be creating and maintaining relationships for JobTrain within Santa Clara County. These relationships will be with departments within County services and with partners and providers in Santa Clara County. The Regional Director will be working with JobTrain leadership to understand the most appropriate role for JobTrain and its services in the Santa Clara landscape.

JobTrain, in partnership with Destination Home will design and implement employment and training programs and services to support formally homeless residents who reside in the County' supportive housing. Destination Home is a Santa Clara based public-private organization that drives and aligns resources to create permanent housing and sustainable support systems built for the long term. The organization is improving how systems work together to end homelessness, as well as protect individuals and families at risk of becoming homeless.

This program will provide skills upgrade, education and training, work readiness support, employment counseling and job development services to help prepare: low-income individuals with barriers to employment; people who currently or formally have experienced homelessness; at-risk youth and individuals with minimal skills or education; and, formally incarcerated individuals find a job and career of their choice. This program includes a Career Center to support residents with rapid employment services. JobTrain will work with all program residents who are actively seeking employment and provide them with referrals and job placement services. The Supportive Housing Education and Employment Program is also designed to be mobile so the staff will travel to satellite locations (usually at community CBO's offices) and provide work readiness services, employment counseling, job referrals and support. The second year of this program will include a vocational training component, whereby residents will have the opportunity to earn industry certified certificates which can propel them on a career pathway that they choose.

The primary portion of the work activities will take place in Santa Clara County. The Regional Director (RD) will be based in the Destination Home office and will play a key role in developing and maintaining relationships with key stakeholders in Santa Clara County and in other parts of the Silicon Valley. Reporting to the Chief Strategy Officer, the (RD) will supervise a team of Community Engagement

Employment Specialist charged with recruiting clients, and coordinate and maintain partnerships with community based organizations, businesses and supportive housing communities.

To be successful in the position, you will need to quickly build rapport with CBO's, stakeholder agencies, clients and develop a strong understanding of their needs and determine how this program aligns with their mission and values. You understand the value and positive impact that education, training and employment has on the life of residents, and will be able to cultivate relationships with organizations and businesses providing support to the targeted population. An ideal candidate will have extensive experience working with the homeless and/or at-risk populations, strong organizational and communication skills, experience designing and developing new programs, the ability to interact with several different audiences, and flexibility with the developing needs of an enterprising program.

Key Responsibilities

- In consultation with and under the direction of the Chief Strategy Officer, lead the development of services for JobTrain's new partnership with Destination Home.
- Serve as the local presence representing JobTrain in Santa Clara County by attending coordination and planning meetings and engagement events.
- Create and maintain local relationships with city departments, community based organizations, advocacy organizations and the business community.
- Ensure JobTrain is engaging client's, gathering data, and using that data to determine what opportunities clients are seeking in order to garner high usage of the program at hand.
- Engage the business community for training, internships, apprenticeships and employment opportunities that are aligned with what clients are seeking.
- Ensure partners have a thorough understanding of the Supportive Housing Education and Employment Program and are committed to providing resources and support; while ensuring that the program staff has a thorough understanding of partners' needs.
- Ensure that the implementation of services for the partnership with Destination Home are meeting the expectations and commitments made.
- Communicate JobTrain's policies and procedures to staff and set an example of how to follow company procedures.
- Develop in consultation with the Chief Strategy Officer regional talent acquisition and retention strategies.
- Responsible for training and mentoring staff in the Santa Clara County.
- Develop and manage measurement systems to track and ensure the quality of services in Santa Clara County.
- Plan and implement strategies and actions plans to insure the operations and strategic imperatives by developing and coordinating systems and programs to promote organizational objectives.
- Hire local staff with the approval of the Chief Strategy Officer and Chief Operating Officer.
- Understand interests and needs of the partners and steward relationships by providing high-quality customer service, timely communication, and support during program implementation.
- Anticipate potential issues that may negatively affect the clients, collaborate cross-functionally to bring issues to resolution.
- Ensure that all data is input in Salesforce and HMIS; and ensure necessary information is communicated.

- Participate in meetings that advance the **Supportive Housing Education and Employment Program** relationships in the South Bay, with businesses, community organizations, supportive housing and other education / vocational training service providers
- Oversee the development, organization, and execution of events that engage the target population, clients, partners, volunteers, and other key stakeholders

Qualifications

- Four-year degree in relevant field or equivalent work experience preferably with homeless or at-risk populations. Advance degree preferred
- Five years of relevant experience (management preferred) in a nonprofit organization
- Experience working in complex organizations with distributed, geographically diverse locations
- Demonstrated success in developing new programs and marketing them to new and existing partners
- Demonstrated maturity and cultural competency for working with diverse populations; comfortable networking and building relationships with a wide variety of stakeholders
- Able to coordinate multiple projects while meeting deadlines, resolving conflicts, and adapting to customer and community needs
- Knowledge of homeless policies and supportive housing history and current trends in the Bay Area strongly preferred, and knowledge of policies and history in Santa Clara County is a plus.
- Existing network of potential local partners is a plus. At minimum, candidate will have creative ideas and potential action plan for how to best generate the partnerships necessary, keeping in mind the types of opportunities the population is seeking (meeting clients where they are).
- Understanding of County's commitment to Housing First and what that means for JobTrain's Santa Clara County strategy.
- Self-starter and relatively self-managed; takes initiative to learn and ask for help when needed
- Strong attention to detail and administrative skills; able to develop organized systems with minimal direction
- Strong oral and written communication skills, including basic Microsoft proficiency
- Access to a car and/or ability to drive is required

How to Apply

Interested candidates should email a résumé and thoughtful cover letter to info@jobtrainworks.org with **Regional Director – Santa Clara County** in the subject line. The position is now open and applications will be accepted until the position is filled. JobTrain is an equal opportunity employer. Successful candidates must have legal residency and work eligibility in the United States (per INS Form I-9 instructions). **JobTrain will require the successful candidate to undergo a background check.**

Note: Applications will be reviewed as they are submitted. Due to the volume of inquiries that we receive we are not able to respond personally to every resume. We do review every submission carefully and will contact those that we would like to bring in for an interview.