



Role Description: Community Outreach Manager

Supervisor: Department Manager, Workforce and Economic Development Services

Program: BEAR Job Simulation Program

Full Time Equivalent: 1.0 FTE

Overview:

The Mission of the Urban League of Greater Madison (ULGM) is to improve the social and economic conditions of African Americans, other people of color, and the economically disadvantaged in our community. To fulfill this mission we employ a strategy of economic development through human development programming.

ULGM's BEAR Job Simulation Program develops its Members by re-enforcing life's basics, enhancing career, technology and job-specific talents, partnering with Members in achieving employment, and supporting the Members in retaining that employment. Member development is measured by their demonstration of essential behaviors and their progress through a series of commitments leading from training to life stability.

The Program's Community Outreach Manager functions as a recruiter of appropriate individuals who want to join the Program, the primary point of inquiry for information about the Program, and a developer of partnerships with area community organizations and other agencies. In these capacities, the Community Outreach Manager will utilize the Program's systems to do the following: ensure the Program has adequate numbers of candidates when the Program has capacity to serve those candidates; develop partnerships with community organizations to develop consistent referral streams, and make available resource and internship opportunities for Members; track development of community organizations from prospects to partners, and use that information to retain and grow those relationships; and, facilitate weekly Membership Class. In addition, the Employer Development Manager is charged with coordinating efforts with other program staff, participating fully in program staff activities such as in-service learning sessions and meetings, and engaging in projects that attract new candidates and enhance the Program's effectiveness.

Since this is a new position, the Community Outreach Manager also has responsibility of developing and implementing the system that consistently provides the Program with the number of candidates it requires to ensure the Program's full impact on Dane County.

Duties and Responsibilities:

CANDIDATE DEVELOPMENT ACTIVITIES (70%):

Candidate Recruitment:

- Ensure the Program has adequate numbers of qualified individuals seeking Membership in the Program.
- Develop reliable channels of candidate referrals.
- Directly recruit candidates using many methods, such as delivering "seeker" workshops and organizing recruitment drives.
- Facilitate weekly Membership Class.

Partner Recruitment and Relationship Management:

- Recruit area community organizations and other agencies to partner with the Program in the areas of referrals, training, and internships.
- Retain and develop community partners.
- Record, maintain and utilize comprehensive contact, progress and resource information on each community partner and prospect.



PROGRAM MANAGEMENT ACTIVITIES (20%):

Program Staff Meetings:

- Attend, contribute to, and be prepared for all agency staff, program staff, and weekly one-on-one meetings with program manager.

Program Information Management and Reporting:

- Collect and organize data on program performance.
- Accurately complete all internal and external reports and submit to program manager.

Other:

- Supervise, train, and coach interns and volunteers associated with the program.
- Engage fully in the formal and informal staff success recognition programs.
- Participate in the program's in-service learning offerings and other professional development opportunities.
- Research funding opportunities for the Program and opportunities for Program improvement.

MEMBER MANAGEMENT ACTIVITIES (10%):

Member Information Management:

- Record, maintain and utilize comprehensive contact, progress and resource information on each Program Member.

Perform other responsibilities as assigned by supervisor.

Qualifications:

- Demonstrated aptitude at performing job duties and responsibilities.
- Bachelor's degree, or two years of related educational or other experience.
- Commitment to Urban League's mission and values, and knowledgeable about and adept at working with individuals from diverse populations. Experience working with hiring managers, recruiters and supervisors in the healthcare sector is sought.
- Obviously strong verbal and written communication skills. Particular skill in prospecting and sales, and public presentation is sought.
- Energetic, organized, pleasant, reliable, goal-oriented executer with good decision making abilities. Able to plan work in advance and execute those plans.
- Talented at evaluating, and prioritizing information.
- Able to effectively work independently and with a team in a well structured human development system.
- Proficient in the use of current Windows Operating Systems, current Microsoft Office or similar applications, and web-based job search strategies.