



Role Description: Member Manager – Standard Tract Coordinator

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 Member Manager functions as a case manager, employment coach and supervisor to the Program's Members. In these capacities, the Member Manager will utilize the Program's systems to do the following: conduct frequent Membership Classes, assess candidates for admission to the program, partner with Members to address identified barriers and challenges, monitor and enforce the Members' compliance with program commitments, steward program resources, communicate often with active Members, support Members staying employed, and maintain extensive records of the services received and the progress made by the Members. In addition, the Member 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.

The Member Manager for the Program's Standard Tract is expected to maintain an active Membership of thirty-six individuals, and provide retention support to any number of employed Members. In addition, the Member Manager has responsibility for ensuring achievement of specific Member job placement and retention benchmarks.

Duties and Responsibilities:

MEMBER MANAGEMENT ACTIVITIES (70%):

Candidate Assessment and Admissions:

- Using documented methods and guidelines, assess the suitability and motivation of candidates for Membership in the Program.
- Appoint to Membership candidates who qualify and schedule their starting dates with the Program, while making appropriate referrals for candidates who do not qualify at this time.

Member Supervision:

- Monitor Member compliance with their signed Commitment Statements, other Program requirements, and stakeholder expectations and coach Members on methods to better align their actions with the Program's requirements.
- Lift-up Members who are progressing and growing, while taking appropriate steps if a Member fails to comply with requirements including removing Member from the Program.

Member Support:

- Develop and connect Members to appropriate internal and external resources and training in order to overcome individual barriers to viable employment and a stable life.



- Mentor Members during their time with the Program.
- Provide 1, 7, 15, 30, 60, 90, 180 day and 1-year retention follow-up with Members that have achieved employment and their employers.

Member Information Management:

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

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.

WORKSHOPS AND EVENTS ACTIVITIES (10%):

Membership Class Facilitation:

- Using the prepared curriculum, facilitate weekly Membership Class for candidates who are considering becoming Members of the Program.
- At the conclusion of the class, schedule admissions interviews for those who wish to continue to pursue Membership.

Seeker Events and External Partnerships:

- Promote the Urban League and all of its programs through various channels.
- Develop a network of referral sources for the Program and serve as a contact of inquiry for Urban League services.
- Work with the Program's community partners to accomplish mutually beneficial goals.

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.
- Obviously strong verbal and written communication skills.
- Energetic, organized, pleasant, reliable, goal-oriented executer with good decision making abilities.
- 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.