

POSITION DESCRIPTION

Approved By: Executive Director

Job Title:	Director of Youth Workforce Programs and Services	Team:	Youth Workforce Programs and Services
Reports To:	Executive Director	FLSA:	Exempt
Recent Review Date:	October 08, 2025	Future Review Date:	October 08, 2027

Hiring Range Based on Education and Experience: \$3076.92 - \$3269.23 per pay period

AGENCY SUMMARY:

CNY Works is a not-for-profit (501 (c)(3)) corporation and serves as the Onondaga County Workforce Development Board (OCWDB). CNY Works has been designated by local government (City of Syracuse and Onondaga County) to administer the workforce development funds targeted for the Central New York area. CNY Works functions as the apolitical convener of business, economic development and community agendas to define workforce system goals, garner resources and support growth and development of the local and regional economy.

CAREER CENTER SUMMARY:

The CNY Works Career Center is the heart of CNY Works One-Stop Delivery System in Onondaga County and provides comprehensive career services to job seekers, specifically youth and adult and dislocated worker populations. The Career Center delivers high-quality career services, education and training, and comprehensive supportive services to the local community which are tailored to meet the needs of the local and regional economies. Services include individual and case management, Resource Center access and support, and other partner and community-based services aimed at developing job seekers' skills for employment success.

POSITION OVERVIEW:

The CNY Works Director of Youth Workforce Programs and Services leads the Youth Workforce Programs and Services Team by providing the functional oversight of Workforce Innovation and Opportunity Act (WIOA)-funded programs and any other related programs and services aimed at supporting in-school and out-of-school youth. In consultation with the Director of Adult and Dislocated Worker Workforce Programs and Services, the Director of Youth Workforce Programs and Services will be responsible for overseeing and coordinating the contractual obligations of service providers, providing technical training for staff and stakeholders, communicating/monitoring performance goals, and creating a community of learning and shared best practices. The Director of Youth Workforce Programs and Services will assist in the development of policies and procedures to ensure compliance with applicable regulations as well as long-term success for youth participants.

The mission of the Youth Workforce Programs and Services Team is to provide high quality services for youth and young adults that incorporate the required 14 WIOA youth elements, including career exploration and guidance, support for educational attainment, opportunities for skills training in in-demand industries and occupations, provide mentoring culminating with placement in a career with a clear pathway for continued success. Its goal is to provide the community and its employers with a positive view of the local emerging job-ready workforce.

POSITION ESSENTIAL FUNCTIONS:

- Supervise, direct, coordinate and facilitate the daily operations and performance of the CNY Works Youth Programs and Services Team.
- Work with local area providers of Youth Workforce Programs and Services to develop strong working relationships and leverage services among community-based organizations, other related service providers and partner agencies to ensure an efficient and robust system of services exists within the local area.
- Represent the CNY Works Youth Programs and Services Team at meetings, conferences, and events as requested.
- Work with the Program Committee of the Onondaga County Workforce Development Board (OCWDB) to implement recommendations and directions, in conjunction with the Executive Director.
- Collaborates with the Director of Adult Workforce Programs and Services to ensure that the CNY Works Career Center delivers comprehensive services to all job seekers, especially individuals with barriers to employment, to support programmatic and administrative operations implementation in accordance with WIOA's integrated workforce delivery system.
- Assist in developing policy, procedures and other guidance for CNY Works, the CNY Works Youth Programs and Services Team, community-based organizations and service providers' management and staff related to Youth Workforce services.
- Participate in the procurement process by preparing Requests for Proposals (RFPs), reviewing and rating proposals, documenting procurement files, and negotiating and preparing contract documents after the OCWDB has selected the service providers.
- Review and approve service providers' related payment requests.
- Monitor all required youth activities in accordance with WIOA, New York State Department of Labor (NYSDOL) and contract requirements, to include providing consult and advisement to youth program community-based organizations and oversee contracted providers' services.
- Ensure that all required program elements under WIOA, currently 14, are fully available and being provided as necessary based on the appropriate assessment of each Youth.
- Works collaboratively with One Stop System Operator, New York State Department of Labor and required One-Stop Partners to ensure that characteristics of a high-quality WIOA One-Stop Center are met.
- Prepare and respond to periodic grantor reviews on youth program functionality such as WIOA youth eligibility, services and case noting, and individual service strategy development documentation. Recommend and implement any necessary corrective action.
- Ensure all documentation of services and activities are being accurately obtained and entered into the appropriate database.
- Demonstrates competencies in the regulations surrounding WIOA and TANF funds and other funding streams to ensure compliance with eligibility, documentation, and service access requirements.
- Assesses staff professional development needs and provides appropriate on-going staff training and coaching, including regular formal and informal feedback, appropriate to the position.
- Oversight and Supervision of the Youth Employment Program and Summer Youth Employment Program.
- Obtain and review all worksite agreements with businesses in which youth are placed for employment and ensure agreements are fully executed prior to the employment start date.

- Ensure that worksite supervisor and youth orientations and evaluations are conducted and reported timely. Provide analysis on evaluations and recommend improvements.
- Facilitate technical assistance and training meetings for all youth service providers to ensure service providers are updated and in compliance with legislative, regulatory, and policy requirements.
- Monitors program budget and outcomes and proactively suggests service adjustments to ensure adherence to annual budget and customer satisfaction and standards are met or exceeded.
- Coordinate the design, development, and delivery of workshops, resources and services aimed at the youth population in the American Job Center located at CNY Works.
- Perform other duties as assigned.

ACCOUNTABILITIES:

Meet the expectations of the Executive Director of CNY Works. Meet position essential functions for quality and productivity. Effectively work with the CNY Works Youth Workforce Programs and Services Team and other professionals within and outside the organization. Ability to work long and flexible hours, especially during the summer. Adhere to agency policies and procedures.

QUALIFICATION STANDARDS:

Bachelor's degree in social/human services field preferred with a minimum of five to seven years of experience. An equivalent combination of education and experience in working with youth, youth services and/or the underprivileged will be considered. Grant management experience and knowledge of publicly-funded youth workforce development programs (i.e., WIOA, SYEP, YEP, TANF, etc.) preferred. Demonstrated experience in project/program management, counseling, education, human services, alternative education or related field. Strong, demonstrated understanding of community-based organizations and related service providers. Ability to lead, supervisor and inspire others.

Attention to detail and impeccable organizational skills are critical attributes, including a high level of written and oral communication skills.

- Excellent verbal and written communication skills.
- Proficiency with MS Office, including Word, Excel and PowerPoint.
- Ability to multi-task, organize and prioritize work.
- Ability to function in a time-sensitive work environment and meet deadlines.
- Ability to complete detailed tasks with a high level of accuracy.
- Ability to work without supervision and to make appropriate decisions, excellent judgement skills.
- Ability to work independently or within a team.
- Ability to facilitate teams, manage multiple projects and deadlines, and develop policies and procedures.
- Ability to receive and convey detailed instructions to other workers and vendors accurately, including strong presentation skills.
- Ability to research and analyze detailed information accurately.
- Ability and desire to understand the overall functions of the organization and apply this understanding to work performed.

- Ability to interact with vendors, customers and staff in a positive, cooperative and supportive manner.
- Ability to work extra hours as job duties demand.
- Must have valid driver's license.
- Must have own, reliable transportation with the ability to travel throughout the local workforce area.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position

Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship

Signature

Date