



JOB DESCRIPTION

POSITION TITLE:	Employment Services Manager	DEPARTMENT	Employment
EMPLOYMENT TYPE:	Regular, Non-Exempt	REPORTS TO:	Director of Workforce Development
FTE:	100%	SALARY RANGE:	\$59,000-\$63,000

JOB SUMMARY:

Tacoma Community House is a highly regarded, community-driven service center dedicated to supporting immigrants, refugees, and individuals from the South Sound community in their quest for personal growth and empowerment. Established in 1910, we have been instrumental in equipping numerous individuals with the necessary skills to adapt to a new culture and achieve remarkable personal and professional accomplishments. Through our comprehensive programs and services, we inspire and enable individuals to forge their own paths to success and fulfillment.

The Employment Department's services are tailored to the specific needs of each individual, recognizing the diverse backgrounds and aspirations of those it serves. Whether it's job training, career counseling, resume building, interview preparation, or job placement assistance, the department works tirelessly to provide the necessary support and guidance throughout the employment journey.

With a community-driven approach, the department collaborates closely with local employers and businesses to create opportunities and bridge the gap between job seekers and employers. This collaboration not only benefits the individuals seeking employment but also contributes to the overall growth and prosperity of the South Sound community.

As a highly regarded service center, Tacoma Community House's Employment Department remains a beacon of hope and opportunity for those seeking to achieve personal growth and empowerment through gainful employment. Its legacy of success continues to make a profound impact on the lives of countless individuals, fostering a stronger, more inclusive community for all.

The Employment Services Manager is responsible for leading the Employment department, including day-to-day supervision of staff and direct services, guiding the long-term direction of the employment programs, and monitoring compliance with contracts and funder requirements.

The Employment Manager at Tacoma Community House's Employment Department plays a pivotal role in driving the mission of empowering immigrants and refugees through gainful employment and fostering community growth. This position involves overseeing and coordinating comprehensive employment services tailored to the unique needs and aspirations of each individual. The Employment Manager will lead a team that includes employment case managers, a financial coach, employment coach, and job developer, dedicated to providing job training, career and financial counseling, resume building, interview preparation, and job placement assistance to a diverse range of job seekers.

The role demands a strategic and community-driven mindset, as the Employment Manager will be responsible for nurturing collaborations with local employers and businesses. By bridging the gap between job seekers and employers, the manager facilitates the creation of meaningful opportunities that contribute not only to the success of individual job seekers but also to the prosperity of the South Sound community as a whole.

The Employment Manager is a key driver in maintaining Tacoma Community House's reputation as a beacon of hope and opportunity for those seeking personal growth and empowerment through employment. By continuing the department's legacy of impactful service, the manager contributes to the creation of a stronger, more inclusive community.

KEY RESPONSIBILITIES

- Lead and manage a diverse team, including employment case managers, a financial coach, employment coach, and job developer, to deliver a range of employment services.
- Ensure adherence to funder reporting and guidelines, meticulously tracking and documenting outcomes to demonstrate the department's effectiveness and maintain compliance.
- Collaborate closely with local employers and businesses to identify job opportunities and establish partnerships that benefit job seekers and the community.
- Develop and implement strategic initiatives that align the department's services with evolving job market trends and individual needs.
- Foster a culture of inclusivity, empathy, and excellence, creating a supportive environment for both staff and job seekers.
- Monitor and report on key performance indicators and outcomes, showcasing the impact of the department's efforts on individual success stories and community growth.
- Participate in agency planning, collaborative projects, and decision-making activities,

providing feedback and strategies for development on program outputs, outcomes, and results

- Monitor compliance for contracts associated with programs and staff performance
- Evaluate program and departmental performance to optimize outcomes
- Monitor program budgets and approve program expenditures
- Oversee the use of funder and internal data management systems
- Prepare reports and billing documentation for funding sources
- Research best practices and recommend policies for TCH regarding program services

REQUIREMENTS

Personal –

- Deep respect and compassion for underserved communities and adult learners
- Commitment to inclusivity and equity, as a goal and an approach
- High degree of emotional maturity and cultural competence
- Affinity for and ability to establish rapport with diverse groups of people
- Detail-oriented with high level of accuracy
- Dedication to maintaining confidentiality and the ability to determine how it must be applied
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team
- Willingness to admit mistakes and learn new things
- Ability to work well under pressure, to rapidly assess problems, to develop solutions, and to deploy limited resources effectively

Experience & Skills–

- High level of proficiency using Microsoft Windows and Office Suite, managing databases and keeping records
- Effective oral and written communication skills
- Ability to organize and prioritize multiple projects and meet deadlines
- Ability to work independently in a collaborative team environment
- Ability to work collaboratively with community partners
- Ability to occasionally work a flexible schedule that may include evenings and/or weekends

PREFERRED QUALIFICATIONS

- Bachelor's degree in social services, education, or related field
- Bilingual/Multilingual

- Experience supervising and administering a program
- Experience in employment and training programming
- Experience working with people from diverse cultural, educational, and economic backgrounds
- Demonstrated successful proposal writing experience
- Knowledge of databases, including Salesforce, and other governmental databases
- Knowledge of Pierce County resources for low-income populations
- Knowledge and understanding of Pierce County's immigrant and refugee population
- Knowledge of business ownership as a pathway to self-sufficiency
- Knowledge and experience with workforce development tools and resources
- Knowledge of and/or formal training in the following areas: Trauma informed care; Vicarious trauma; Equity, inclusion, and anti-racist practices; Cultural competency in issues faced by immigrants, refugees, victims of crime, and LGBTQ individuals

PHYSICAL REQUIREMENTS & WORK CONDITIONS

While performing the duties of this job, the employee is *regularly* required to:

- Remain in a stationary position for extended periods of time
- Operate a computer and other office equipment, such as copy machine or calculator
- Traverse around the building from one room to another
- Access files and/or supplies in cabinets and/or drawers close to the ground
- Communicate with coworkers and with students whose primary language may not be English
- Review electronic and physical data for accuracy

While performing the duties of this job, the employee may *occasionally* be required to:

- Present and/or instruct in front of up to 50 people in a classroom or virtually
- Transport up to 20 pounds at a time
- Access files and/or supplies in tall cabinets
- Use metal fasteners in file folders

The Employment Manager at Tacoma Community House's Employment Department is a vital part of a dedicated team working to transform lives and uplift the immigrant and refugee community through meaningful employment opportunities. If you are a motivated leader with a commitment to driving positive change while adhering to reporting guidelines, we invite you to join us in making a lasting impact on the lives of individuals and the community as a whole.

This position primarily works indoors in an office environment but may also occasionally work outdoors. Work may be conducted onsite at Tacoma Community House & REACH Center and also offsite at other agencies and in the community. Noise levels may vary depending on the work environment. There may be opportunities for this position to work remotely on occasion

and/or to work a flexible schedule, with supervisor approval and dependent on the needs of the department. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

WHY WORK AT TACOMA COMMUNITY HOUSE & THE REACH CENTER?

Your paycheck is only part of your total compensation package. Employees also have access to a benefits package worth about 30% of your salary.

Compensation – \$59,000-\$63,000/year depending on experience and qualifications.

Insurance – We offer a comprehensive health care benefits package including medical, dental, and basic life insurance.

Retirement – Tacoma Community House employees may participate in a 403b plan which includes generous support from the agency after 1 year of service.

Paid Leave – Leave benefits include 24 days of paid time off in the first year and 11 paid holidays.

We Are a Welcoming Workplace

Inclusion and empowerment are an integral part of who we are – our history, our culture, our identity. These values lead us in our operations as we strive to build and nurture a workforce that reflects the communities we serve and connects to each other in our dedication to equity and social justice.

Additional Information:

Tacoma Community House is one of the longest-serving nonprofits in Tacoma and is committed to increasing the diversity of its staff and clients and to strengthening sensitivity to diversity throughout the agency. TCH is an equal opportunity employer and service provider and does not discriminate based on race, color, sex, age, religion, creed, disability, national origin, political or union affiliation, marital status, sexual orientation, Vietnam era veteran status or other non bona fide job requirement. Applicants in need of accommodation are encouraged to call (253) 383-3951. Tacoma Community House is an equal opportunity employer.

APPLICATION PROCESS

Please e-mail a Cover Letter that specifically addresses how your background makes you the best fit for this position, your Resume, and three (3) Professional References to Jobs@TacomaCommunityHouse.org.

Tacoma Community House is an Equal Opportunity Employer

In our relationships with staff, our participants, and our community, Tacoma Community House does not discriminate on the basis of race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state or federal law.