

Coordinator of Workforce Development Job Description

Vision

Norwalk has a centralized workforce development infrastructure where collaboration and alignment among employers, education institutions, training providers, social service providers, and Norwalk's population result in residents accessing livable wage employment opportunities that meet employer driven demand.

Position Summary

This position is poised to increase and support communication and alignment between employers, education institutions, training providers, social service providers, and Norwalk's population resulting in developing an integrated workforce development infrastructure for Norwalk to meet employer-driven demand and connect job seekers to educational and employment opportunities that lead to livable wage employment. This position will work to promote system collaboration among the stakeholders within Norwalk's workforce development ecosystem through supporting the Norwalk Workforce Development Committee.

Reports to Director of Strategy & Operations, Norwalk ACTS and Chief of Community Services, City of Norwalk

Key Responsibilities

- Liaise & Coordinate
 - Liaise between the City of Norwalk, the immediately surrounding region of Southwest CT, the State—playing a critical role in connecting Norwalk stakeholders to various regional (e.g. Workforce Investment Board, Regional Sector Partnerships) and state efforts (e.g. Governor's Workforce Council) to promote Norwalk and increase Norwalk's representation and influence at a system-level
 - Ensure Norwalk community is aware of and benefits from programs and initiatives provided by Norwalk Community College, Norwalk Public Schools and local workforce development organizations
 - Work with City of Norwalk and local community organizations to raise awareness of career and development opportunities, particularly among underserved residents
 - Work with local employers, either locally, or through regional initiatives to understand employment needs and identify skills based training required to fulfill those needs. Strategically support their current engagement and engage those not engaged with workforce development efforts that may be a strong fit. In all cases ensure reduced duplication of engagement while maximizing impact for Norwalk-based training and education programs
 - Coordinate recruitment efforts of Norwalk residents with state funded education and employment opportunities at the local and regional levels
- Convene
 - Convene and facilitate a Norwalk Workforce Development Committee (and steering committee) and lead workforce development strategic planning process with respective committees that includes a shared data system for measuring workforce development and employment outcomes
- Communicate
 - Communicate and promote workforce development opportunities, employment opportunities, services, state & regional updates, and grant opportunities for

- Norwalk residents and employers through stakeholder engagement and a dedicated marketing strategy such as an e-newsletter
- Identify and disseminate grant opportunities to Norwalk stakeholders, which may include grant writing on behalf of coalitions
- Increase understanding and support of the workforce system and its role in community, business, and individual success

Essential competencies and qualifications

The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.

- Education: Associates degree in related field and/or a minimum of 3-5 years combined experience in workforce development, municipal, and/or non-profit experience
- Core competency skills:
 - Excellent computer skills, including in-depth knowledge of all Microsoft and G-Suite Software (GMail, GCalendar, Google Drive, Outlook, Word, Excel, PowerPoint). Experience with Zoom, Microsoft Teams, and/or Google Meets is a plus.
 - Strong Experience with data collection, analysis, dissemination, and reporting
 - Strong organizational, project management, and measurement/evaluation skills and attention to detail with demonstrated experience managing end-to-end projects
 - Knowledge of systems-change and continuous improvement practices
 - Grant writing experience is a plus
- Communication skills:
 - Excellent written and verbal communication skills
 - Comfort with public speaking and facilitation
 - Ability to communicate effectively, respectfully, and in a timely manner with a broad spectrum of stakeholders including but not limited to community members, cross-sector leaders, and C-Suite executives
 - Multi-lingual (English, Spanish and/or Haitian-Creole) is preferred
- Community Knowledge:
 - Candidates must understand the challenges and barriers faced by marginalized communities in Norwalk, including but not limited to race, ethnicity, class, ability, immigration status, gender and their intersections
 - Experience engaging with, building partnerships with, and working alongside communities of color
 - Ability to hear and use community voice as a driver systemic-change
- Interpersonal Characteristics:
 - Strong interpersonal and relationship building skills
 - Self-starter with ability to anticipate needs and take initiative, work independently to organize, set priorities, create reports, and coordinate activities among many stakeholders.
 - Function well in a fast-paced work environment where teamwork is essential

About Norwalk ACTS

Norwalk ACTS is a collective impact, nonprofit organization that provides a common framework for community collaboration. Working together, across sectors, we aspire to measurably improve the academic, social-emotional, and physical health of all children in Norwalk, CT from cradle to career. Our mission is to collectively transform systems by ensuring resources, policies,

practices, and power structures actively dismantle racism and drive equitable outcomes for every Norwalk child and young person.

Legal Requirements

Legally able to work in the United States and provide information to complete the I-9 form

Physical Requirements

The employee is regularly required to communicate clearly, in oral and written formats, with others in person, over the phone, and via other devices. The employee must be able to transcribe, read extensively, prepare and analyze data, constantly operate a computer and other standard office machinery. The employee is required to regularly travel to offsite locations to set-up presentations and displays. Out-of-town travel to conferences may be required.

Salary

\$60,000-\$70,000 per annum

Benefits

This position is an exempt, salaried full-time position (37.5 hours/week). This position is eligible for employee benefits that currently includes medical, dental, and vision insurance for employees and dependents as well as competitive paid time off policies. Flexible schedule, including remote options. Opportunities for travel and professional development. Fast paced, warm, supportive, and nurturing workplace culture!

**To apply for the position, please email a brief cover letter and your resume to
info@norwalkacts.org**

Rev. June 2022