

COMMONWEALTH CORPORATION
2 Oliver Street, 5th Floor
Boston, MA 02109

Position Title:	Senior Program Manager; Competency Based Education Coaching Services
Reports To:	Vice President, Sector Strategies
Classification:	Professional- Level 4
Salary Range:	\$60,000 - \$70,000

Who We Are: [Commonwealth Corporation](#) is a quasi-public workforce development agency that strengthens the skills of Massachusetts youth and adults by investing in innovative partnerships with industry, education and workforce organizations. Our primary goals are:

- To build regional industry training partnerships that prepare youth and unemployed workers for jobs in demand that lead to higher rates of employment;
- To upgrade the skills of workers to meet specific employer skill demands leading to more productive and competitive businesses, job growth, retention, upgrades and wage gains; and
- To increase the share of youth engaged in education and employment pathways preparing them for post-secondary education and careers.

What We Do: Commonwealth Corporation works with hundreds of Massachusetts companies, thousands of new and experienced workers, and thousands of youth and young adults each year. Among other activities, we:

- Manage state funds, given out through competitive grants. The funds support the development and delivery of education and training to help strengthen the skills of workers and those seeking work.
- Administer the Workforce Training Fund, a trust that awards \$20 million in incumbent worker training grants to companies annually;
- Administer YouthWorks, Massachusetts' subsidized youth employment program;
- Coordinate education and workforce activities for the state's juvenile justice system;
- Implement and sell Signal Success, our soft skills and employability curriculum;

Why We Are Looking to Grow: Our team, through a partnership with MassHealth's DSRIP Statewide Investment team and the Executive Office of Health and Human Services is managing a number of grant funded state-wide projects that aim to build the competence and confidence of the frontline healthcare workforce in order to improve the capacity of these workers to perform most effectively within team-based care models. We are looking to expand our team as we design a new state-wide coaching model that will help equip individual program participants (ACO and CP employees) with portable and stackable credentials that can help advance their careers and set them on the path to higher education.

Is This the Right Role for You: This job posting describes a full-time, professional position based in downtown Boston. Reporting to the Vice President, Sector Strategies the Sr. Program Manager will work as part of the Sector team to manage this new project, establish and nurture relationships with health care employers, and design and launch a new employee coaching service. The position will be responsible for hiring and supervising a small team of Coaches who will deliver coaching support services across the state.

Job Duties and Responsibilities Include:

1. Assist in hiring, training and supervising newly created Career Coach team of 2-4 staff.
2. Establish career coaching model, including:
 - a. Design and utilize career assessment and career decision making tools
 - b. Design peer support services to encourage retention in program
 - c. Identify, or design and utilize tools to address time management and work life balance needs of coachees

- d. Establish protocols to address coachee needs and coachee engagement.
3. Manage relationships with ACO's and CP's staff contacts, including protocols for engagement and support.
4. Manage relationship with education provider in partnership with existing CommCorp and MassHealth team; ongoing communications related to applicants and enrolled participants.
5. Work with education provider to coordinate information sessions for potential trainee participants to support recruitment efforts. Work with other staff and education provider to design outreach approach and marketing materials.
6. Request and review participant data from education provider; manage tracking of data and reporting to funder.
7. Conduct analysis and develop summary reports for funder.
8. Manage sub-contracts with vendors delivering supplemental career coach support services, as needed.
9. Maintain a caseload of adult coachees who are enrolled in an on- line college certificate program.

The Sr. Program Manager will also:

1. Participate in development of ACO/CP grant application and review process.
2. Manage ACO/CP grants including: Conduct contract negotiations with new grantees; Oversee and maintain communication and reporting with grantees to ensure effective start-up and implementation; Assist in convening grantees to support information sharing and technical assistance; Provide guidance to grantees about program design improvements; handle requests to modify contracts as needed.
3. Participate in meetings with CommCorp staff, partners in the workforce development system, project staff and others as requested.
4. Participate in working groups and other cross-departmental activities as assigned.

Desired Knowledge, Skills, and Abilities Include:

1. Proactive mindset and approach: able to work independently to meet deadlines, manage complex projects, anticipate grantee and program needs, make data-informed decisions, coordinate multiple time-sensitive priorities, suggest practical improvements to existing processes, and exercise good judgment and ethical conduct.
2. Knowledge of and applied experience with program development.
3. Highly skilled in leveraging oral, written and interpersonal communication skills to build relationships with varied groups such as partners, service providers, and colleagues.
4. Broad knowledge of web based and social media platforms for use with coaching and/or meetings.
5. Applied knowledge of managing databases (experience with Salesforce is a plus).
6. Applied knowledge of facilitating via webinar platforms (experience with ClickMeeting, WebEx or Zoom is a plus).

Minimum Qualifications Required:

- Bachelor's Degree preferred, with additional relevant work experience required.
- 5-8 years of experience in a public, private or nonprofit setting such as: career center, counseling or coaching services, workforce development partnership, human resources, education and training program.
- Experience with program development and grants management preferred.
- Supervisory experience preferred.
- Proficiency with Microsoft Office Suite (e.g. Excel, Outlook, PowerPoint, Word).
- Access to reliable transportation for in-state travel; ability to be available during some scheduled early morning, early evening or weekend hours.

Commonwealth Corporation offers a generous and very competitive benefits packaging, including:

- 3 weeks accrued paid vacation per year
- 12 paid holidays & additional paid sick/personal time
- Health insurance (83% employer / 17% employee)
- HRA (Employer pays first 75% of deductible expenses)
- Dental insurance (80% employer / 20% employee)
- Vision Insurance
- Employer-funded pension plan of 13.2% of salary
- Voluntary employee retirement plan options
- Pre-tax parking and commuter benefits (debit card)
- Health & Dependent Care FSA's (debit card)
- Short-Term, Long-Term and AD&D Insurance
- Life Insurance up to \$250,000

Candidates who meet all the minimum qualifications may apply by sending a resume and cover letter to: HrApplicant@commcorp.org. Please put "Sr. Program Manager-DSRIP" in the subject line.

Applications will be reviewed on a rolling basis until the position is filled.