



King County

Invites Applications for the Position of:

Outreach and Recruitment Manager/Program Supervisor II

Apply online at <http://www.kingcounty.gov/jobs>

King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.

OPENING DATE/TIME: 02/28/19 12:00 AM (GMT -8:00)

CLOSING DATE/TIME: 03/21/19 11:59 PM (GMT -8:00)

SALARY: \$76,689.39 - \$97,208.38 Annually

LOCATION: WorkSource - 645 Andover Park West, Tukwila, WA 98188

JOB TYPE: Special Duty Assignment or Term Limited Temp (TLT)

DEPARTMENT: DCHS - Community & Human Services

JOB NUMBER: 2019SC9463

SUMMARY:

The Department of Community and Human Services (DCHS) values diverse perspectives and life experiences. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans and those with lived experience.

DCHS provides equitable opportunities for people to be healthy, happy, self-reliant, and connected to community.

This position will be responsible for leading the planning and implementation of the strategy for *Reconnect to Opportunity*, the youth outreach and recruitment function of the King County Reengagement System. The System is a network of programs providing education, training, and employment services to young people 16-24 years old. In King County, over 20,000 young people have dropped out of high school or college and/or are disconnected from employment. These young people need support to identify the right programs and services for them. Reconnect to Opportunity provides information and assistance to young people seeking to enroll in these programs. The Outreach and Recruitment Manager will lead a team of outreach workers to identify young people disconnected from school/work and help them gain access to services/programming that best meets their needs. This person will also be responsible for building relationships in the community and for conducting outreach to opportunity youth. **This**

Special Duty Assignment or Term Limited Temporary (TLT) position is scheduled to end on 12/31/2020.

Who May Apply: DCHS values diverse perspectives and life experiences. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with lived experiences.

Required Materials: Candidates who wish to be considered for this position must submit an online King County application and respond to the supplemental questions.

Work Schedule: This position is exempt from the provisions of the Fair Labor Standards Act, and is not eligible for overtime. Typical hours are Monday - Friday 8am-5pm. This position is not represented.

Recruiter: Susan.Churchill@kingcounty.gov

JOB DUTIES:

- Develop and implement a regional outreach and recruitment work plan for Reconnect to Opportunity, including strategies related to street outreach as well as partner relationships with community-based organizations and key youth-serving systems (e.g. school districts, libraries, truancy, public health, probation, housing authorities, etc.)
- Develop formal relationships with school district and Reengagement partners to conduct outreach to youth who are dropped out of their schools or are at-risk of dropping out of school
- Select, train, and supervise a team of outreach workers. Lead the team through the implementation of the outreach work plan. Hold team members accountable for reaching referral and enrollment goals
- Collaborate with partners to develop and maintain an up-to-date inventory of education and employment programs in King County including basic eligibility/requirements and services. Keep the suite of tools that the outreach team utilizes organized and updated
- Maintain accurate records (confidential and non-confidential) of all contacts with youth and other partners. Using an Access database, track the number of youth reached and the number of youth referred to services, and enrolled in services. Conduct basic analysis and report results to partners
- Work with students, staff, parents and guardians for the purpose of evaluating situations, solving problems, resolving conflicts, referring to appropriate professionals, and in general support students throughout the reengagement process
- Use social media platforms to promote the services of Reconnect to Opportunity. Maintain the www.reopp.org website and post information/updates to Facebook, Instagram, and other platforms
- Promote youth voice, while leading the team in the implementation of special projects including, but not limited to, producing a podcast and developing future work plans for ReOpp
- Attend team meetings, monthly King County Reengagement Provider Network meetings, King County Opportunity Youth Advisory Group meetings, and community events as needed
- Perform other related duties as assigned that support youth reengaging in educational services

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

1. Bachelors in education, human services, political science, or related field required and/or equivalent combination of education and experience
2. At least three years' experience in related employment. Experience with youth outreach and engagement and at least two years in a supervisory role preferred. Experience requirement may be waived for candidates with personal knowledge of education and employment programs for youth/young adults
3. Demonstrated experience developing and maintaining effective working relations with a diverse population of youth, youth serving organizations, other staff, community and technical colleges, and community-based organizations
4. Demonstrated ability to work collaboratively with internal staff and external partners
5. Demonstrated experience developing community outreach strategies
6. Ability to effectively manage time to work on multiple tasks in high pressure environment
7. Skills to effectively cope with change, shift gears comfortably, and comfortably handle uncertainty
8. Strong organization skills and attention to detail
9. Ability to supervise and coach young professionals and to build a strong team
10. Strong interpersonal and human relations skills, including conflict resolution techniques
11. Ability to work in stressful situations involving youth with barriers to success in education and employment
12. Effective oral communication and interpersonal skills and the ability to work both independently and as part of a team
13. Experience with using social media for outreach preferred
14. Ability to communicate clearly and effectively with youth and partners from diverse cultural and socio-economic backgrounds
15. Proficiency in the use of computers, with working knowledge of MS Word, Excel, Access, and Outlook
16. Valid Washington State Driver's License and willingness to drive personal vehicle for work
17. Ability to pass a Washington State Patrol Background check on a post offer/pre-hire basis