

## Career Wardrobe Job Description

<b>Title:</b>	Reentry Program Manager
<b>Supervisor:</b>	Program Director
<b>Starting Salary:</b>	\$40,000
<b>Compensation Range:</b>	\$40,000-55,000
<b>Employment Type:</b>	Full Time, Exempt from Overtime
<b>Insurance Benefits:</b>	Healthcare (50% covered), Long/Short Term Disability, IRA Match
<b>Paid Time Off:</b>	15 days pro-rated in 1 <sup>st</sup> year plus state/federal holidays and 5 additional sick days granted while we are working during the COVID19 pandemic

### Organization & Position Overview

Career Wardrobe is a nonprofit social enterprise that uses clothing to inspire change. The Reentry Program Manager is a new position created to implement *Returning Wardrobe*, a one-year demonstration project to provide clothing to returning citizens in Philadelphia. This position is responsible for overseeing and assisting with reentry focused client and customer service, referral relationships with partnering agencies that serve the target population, and tracking and reporting back on program outcomes.

The Reentry Program Manager will be on-site in person assisting with programming, at outreach events and meetings, and occasional work from home opportunities are available. This is a grant-funded position through 6/30/2022 with the opportunity to be continued if future funding is approved.

The Wardrobe is an equal opportunity employer and encourages applications from people with diverse backgrounds and life experiences. We welcome applications from people with a history of incarceration.

### Partner and Client Outreach (40%)

- Responsible for maintaining and creating new relationships with nonprofit organizations, working groups, and government partners that serve returning citizens to encourage use of the program.
- Research opportunities and representing The Wardrobe at outreach events and meetings.
- Respond to requests from clients, case managers, parole officers, etc.
- Coordinating promotion and marketing of this new program using and advising on social media, public relations, and advertising.

### Program Management & Services (40%)

- Document and quality control standard operating procedures for all client services focused on reentry (online and in-person). Responsible for training staff, interns, and volunteers on these procedures.
- Work with the Program Director to plan and implement Reentry Work It Professional Development Days and on or off-site workshops for clients/Partners throughout the region.
- Advise on programmatic changes to best meet the needs of returning citizens.
- Regularly review outcomes surveys (service metrics, customer service, employment & behavior change scores) for quality assessment and identifying emerging needs or issues to be addressed in training, staffing, or programming.
- Work collaboratively with Resale Manager, Program Manager, and Program Director to manage personnel and operations priorities for staff, interns, and volunteers to manage and meet program goals.
- Directly serving clients/customers, managing appointments, and assisting with Wardrobe Careers Internships or other programs as developed and/or needed.

- Other duties as assigned.

### **Administration (20%)**

- Monitor Salesforce system to ensure proper tracking of service metrics for this contract.
- Report back to funders as needed.
- Track outreach events and partnerships in Salesforce.
- Reply to emails and calls in a timely and professional manner.

### **Qualifications:**

- Educational/Life Experience: College degree or relevant life/work experience in client services.
- Availability: Able to work up to 2 Saturdays per month and travel to multiple locations in Philadelphia, Delaware, and Bucks Counties in PA.
- Connections and/or knowledge of the Philadelphia Department of Corrections and reentry resources in the region.
- Goal-oriented work ethic with a background or interest in reentry services, workforce development, nonprofit programming, social enterprise, and mission and impact of The Wardrobe's services.
- Demonstrated attention to detail, particularly in following contract guidelines and outcomes reporting.
- Ability to think critically and strategically to solve problems. Demonstrated ability to meet established goals, delegate effectively and manage multiple projects and priorities.
- Excellent time management and interpersonal communication skills with the ability to work with diverse populations.
- Computer literate including email, online calendars, MS Office/Google Apps, social media management, and Square/POS systems.
- Other abilities: Able to lift/carry up to 20 pounds and work a 4–6-hour shift on the sales floor, if needed.
- Career Wardrobe requires all staff to be vaccinated against COVID19 and proof of vaccination is required for employment.