

## Career Wardrobe Job Announcement

<b>Title:</b>	Reentry Program Manager
<b>Supervisor:</b>	Program Director
<b>Starting Salary:</b>	\$40,000
<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

**To Apply:** Please submit a current resume and cover letter to [resume@wardrobepa.org](mailto:resume@wardrobepa.org) with the subject line of the email containing the title of the position you are applying for. Applications will be accepted until a suitable candidate is hired. Anticipated interviews to be held in early July.

### Position Overview

The Reentry Program Manager 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. They are responsible for ensuring respectful client services, representing the organization at outreach events and meetings. Position is primarily on site with occasional work from home opportunities available.

Managers at The Wardrobe are self-directed, responsible, and accountable for overall goals of the team/program/division, and able to oversee and advise a group of people. They have site/key responsibilities and may also receive special training to oversee specific systems (i.e., database, payroll, point of sale, technology/networking).

### Administration (20%)

- Responsible for data management and monitoring Salesforce to ensure proper tracking of service metrics for reentry program services, outreach events, partnerships, or meetings, including any grant deliverables.
- Prepare reports for program funders as requested by the Program Director or Executive Director.
- Reply to emails and calls in a timely and professional manner.
- Other duties as assigned.

### 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 represent The Wardrobe at outreach events and meetings.
- Respond to requests from clients, case managers, parole officers, as needed.
- 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 and volunteers on these procedures.
- Work with the Program Director to plan and implement reentry-focused events (workshops, Open Wardrobe) and off-site workshops for clients and partners.
- 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 and volunteers to manage and meet program goals.
- Directly serve clients/customers and manage appointments as needed.

**Qualifications:**

- Educational/Life Experience: College degree or relevant life/work experience in client services.
- Available to work outside traditional business hours (including evenings/weekends) as needed 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, and mission 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, databases, 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.
- The Wardrobe requires all staff to be vaccinated against COVID19 and proof of vaccination is required for employment.
- 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.