Job Posting: Director – Improving Practices & Outcomes

This year, Corporation for a Skilled Workforce (CSW) celebrates its 30th year as a national 501(c)(3) non-profit organization that catalyzes change in educational and labor market systems, policies, and practices to increase economic mobility, particularly for people of color and others historically excluded from advancement opportunities. CSW focuses on achieving scalable improvements in worker skills, lifelong learning, and job quality. CSW collaborates with change makers to develop strategies, identify evidence to inform strategies, build the capacity of organizations, manage initiatives, and evaluate lessons learned.

Position Summary

CSW is seeking a Director – Improving Practices & Outcomes to join our team to lead, develop, and manage CSW’s portfolio of work centered on strengthening the capacity of workforce professionals to develop more effective services and policies to increase economic mobility for low-wage workers, particularly for workers of color. This strategy area’s focus includes:

- Continuously improving workforce program services and practices with the use of data and feedback, a racial equity lens, and technical assistance, as currently supported through The Workforce Benchmarking Network (WBN).
- Facilitating peer learning and networking through regional and national learning cohorts.
- Collecting data from workforce programs through the WBN National Survey that provides field-wide performance benchmarks with program and worker outcomes disaggregated by demographics.
- Developing tools and practice guidelines to inform program continuous improvements.

The Director has recognized expertise in their understanding the workforce system, public and privately funded innovation initiatives, and policy and practice at the national, regional, and community levels. They have strong experience with workforce service provider strategies and implementation practices focused on a variety of business sectors and job seeker populations. This member of our team will demonstrate an understanding of adult learning, instructional design, and effective facilitation strategies. The Director will use this expertise and their experience with using both quantitative and qualitative data to develop leading-edge ideas and fundable high-impact initiatives focused on improving workforce provider performance and equitable results for job seekers.

The Director will work closely with CSW’s leadership team and will report to the Vice President.

CSW is committed to building a diverse staff and strongly encourages applications from candidates of color.

Essential Responsibilities

- **Knowledge and Expertise:** Self-directed contributor who promotes the health and vitality of CSW to achieve its mission and values; establishes a vision for workforce program services and public policy and practice at multiple levels; develops, coordinates, and manages CSW’s Improving Practices & Outcomes portfolio; designs, develops and promotes the use of effective national and local workforce program models; experience in effective adult learning and facilitation processes; uses expertise, research, data and information to generate knowledge and communicate insights internally and externally, particularly as it relates to workforce service provider strategies; and engages with partners and clients through various methods such as the development of promising practices, models, front-end assessment, evaluation, strategy development, reporting, facilitation and advising.
- **Market & Business Development and Sales:** Develops a point of view to describe this programmatic area as a value proposition; builds partnerships that strengthen CSW’s ability to do high-impact work; monitors markets and trends in the program area; identifies and pursues opportunities; develops concept papers that are fundable propositions; develops a communication strategy including target audiences,
messaging, content, and distribution channels; coordinates with other directors to enhance overall CSW impact; leverages existing and builds mutually beneficial relationships with funders, peer organizations, corporations, and government entities especially economic decision-makers; and leads the production of revenue generating proposals.

- **Organizational Development:** Advises on and engages in inclusive strategies for CSW organizational change, transformation and alignment; leads an internal strategy team; identifies ways for CSW to engage in continuous innovation; supports equity and inclusion for leaders, teams and organizations; and works through ambiguity while moving toward clarity.

- **Racial Equity and Inclusion:** Assesses the degree to which privileged and marginalized status affects systems and strategies; designs strategies to increase equity; threads social justice into projects; and uses reflective thinking to gain insight into assumptions, world views, bias, and beliefs.

- **Staff Management:** Leads Improving Practices & Outcomes team; leverages staff expertise, interests and talents to build the programmatic area and portfolio of work; coordinates and monitors all projects in the portfolio to ensure staff are meeting goals, have resources, and are motivated and productive; and encourages individual staff development, learning and career progression.

- **Project Management:** Works with CSW leadership team to establish project teams, roles and responsibilities; leads client projects as requires; monitors and ensures client satisfaction and project successes; delivers projects on time, on spec, and on budget; ensures project learning is articulated and shared within and across CSW teams and programs; and uses learning to generate new fundable propositions.

### Compensation
Employee compensation includes: 1) **cash rewards** in the form of base salaries; 2) **non-cash rewards**, which can include health, dental, vision, life and disability insurances, a 403(b)-retirement savings plan, a Section 125 Cafeteria plan, and a flexible spending account; and 3) **other non-monetary benefits**, such as flexible work schedules, an informal work environment, and the ability to work part- or full-time from home.

### Work Location
Flexible work location. CSW is headquartered in Ann Arbor, MI but CSW team members are located around the world, with most working from home offices. Staff travel is resuming post-pandemic, but staff members are encouraged to limit travel to situations in which it is crucial to the work involved.

### Full/Part Time: Full-Time

### FLSA Status: Exempt

### Posting Dates: August 19 – September 2, 2021

### Salary: The salary range is $100,000 - $125,000 and is commensurate with the qualifications and experience of the selected candidate.

Submit a resume and cover letter addressing your specific interest in the position and outlining your skills and experience that directly relate to this position. Please email materials to: Debbie Charlton, Senior Support Specialist, dcharlton@skilledwork.org.